MITEL NETWORKS

6510 Unified Messaging

CLIENT APPLICATION USER GUIDE

MITEL | it's about YOU

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

COPYRIGHT

6510 Unified Messaging Client Application User Guide
Release 1.2
July 2003

®,™ Trademark of MITEL Networks Corporation
©Copyright 2003, MITEL Networks Corporation
All rights reserved

TRADEMARKS

MITEL and Mitel Networks are trademarks of Mitel Networks Corporation.

Microsoft and Windows NT areregistered trademarks of Microsoft Corportion.

Other brands and their products are trademarks or registered trademarks of their respective holders and should be noted as such.

About This Guide 9

Document Overview 10

Intended Audience 11

Before You Begin 11

Conventions 11

Contacting Mitel Networks™ 12

CHAPTER 1 *UM Client Manager and Desktop Applications 13*

Overview 14

Using the UM Client Manager 14

Signing On 14

Logging Off 17

UM Client Manager Connectivity 18

Configuring the UM Client Manager 20

Configuring Main Settings 21

Specifying Call Handling Settings 24

Configuring LanTalk 28

Configuring Notifications 30

Using the UM Call Manager 32

Using the Toolbar Buttons 33

Answering a Call 34

Removing a Call 34

Transferring a Call 35

Putting a Call on Hold 36

Taking a Message 37

Pulling a Caller out of Voicemail 37

Specifying Do Not Disturb 37

Adding a Call to the Contact Manager 37

Changing Your Status 38

Using LanTalk 40
Sending a Message 40
Creating a Broadcast Message 44
Creating a Buddies List 45
Deleting Buddies Lists and Mailboxes 51
Sending a Message Using a Buddies List 52
Using the Outlook Toolbar 53
Message Tab 57
Telephony Options Tab 62
Setting Present Status in Outlook 64
Using LanTalk in Outlook 65

CHAPTER 2 *Web Client 67*

Overview 68
Starting Web Client 68
Running Grant Permissions 68
Connecting to the Web Client 70
Logging Off 71
Web Client Functions 72
Using the Scroll Buttons 72
Using the Main Toolbar Functions 72
Using the Inbox 73
Message Icons 74
Displaying Messages by Type 75
Using the Toolbar Buttons 76
Playing a Voice Message 77
Correcting a Voice Message Play Error 78
Viewing a Fax 79
Reading an E-mail 79
Refreshing the Display 80
Composing a Message 80
Creating a Voice Message 81
Creating a Text Message 83

Creating a Fax Message 84
Adding an Attachment to a Message 86
Replying to a Message 87
Forwarding a Message 88
Copying a Message 88
Moving a Message 89
Deleting a Message 90
Maintaining Folders 91
Using the Toolbar Buttons 91
Creating a New Folder 91
Deleting a Folder 92
Renaming a Folder 92
Copying a Folder 93
Moving a Folder 94
Recovering Deleted Messages 95
Emptying the Deleted Items Folder 96
Maintaining the User Settings 96
Using the Toolbar Buttons 97
Specifying General Options 98
Specifying your Presence Status 98
Creating a Status Schedule 99
Editing a Status Schedule 100
Deleting a Status Schedule 101
Specifying a Password 101
Specifying a POP3 / IMAP4 Password 102
Specifying Collaboration 102
Specifying IMAP Settings 103
Maintaining Message Options 105
Sort/Order Messages 105
Specifying Message Forwarding 106
Specifying Playback/Record Options 108

Maintaining Call Options 111
Specifying Transfer Options 111
Enabling the Call Forwarding Feature 113
Maintaining Addresses 114
Adding a Phone Address 114
Editing a Phone Address 116
Deleting a Phone Address 116
Creating a Phone Addresses Schedule 116
Specifying E-mail Addresses 118
Editing an E-mail Address 120
Removing an E-mail Address 120
Configuring an E-mail Settings Schedule 120
Specifying Fax Addresses 121
Configuring a Fax Number Schedule 122
VPIM Addresses 123
WAP Addresses 124
Other Addresses 125
Maintaining a Distribution List 126
Using the Toolbar Buttons 126
Creating a Private Distribution List 127
Editing a Distribution List 128
Deleting a Distribution List 128
Maintaining Notifications 129
Using the Toolbar Buttons 129
Creating a Notification Rule 129
Creating a Notification Address 132
Creating a Phone Notification Address 132
Creating a Beeper Notification Address 133
Creating an E-mail Notification Address 135
Removing a Notification Address 135
Editing a Notification Address 136
Creating a Notification Schedule 136

Maintaining Wakeup Calls 138
Using the Toolbar Buttons 138
Creating a Wakeup Call 139
Cancelling a Wakeup Call 140
Maintaining Greetings 140
Using the Toolbar Buttons 141
Playing a Greeting 141
Recording a Greeting 142
Activating a Greeting 144
Deleting a Greeting 144
Using the Collaborate Feature 145

Table of Contents

About This Guide

In This Chapter...

Document Overview on page 10

Intended Audience on page 11

Before You Begin on page 11

Conventions on page 11

Contacting Mitel Networks on page 12

Document Overview

This guide has been developed to describe the configuration of the Client Applications that are available with the 6510 UM server.

The availability of the Client Applications and their features and functionality is determined by a user's classification on the 6510 UM system.

As you read through the guide, you will see notations indicating which features are available to a certain class of user.

As it pertains to the use of the Client Applications, the user classes are broken down as follows:

	Standard	**Advanced**	**Unified**
Definition	Integrated Messaging users who use Outlook and who have their messages forwarded to their email account for a single view.	Integrated Messaging users with Client Applications licenses.	Unified Messaging users. (The Client Applications are included in the UM license.)
Available Client Application Functionality	Client Manager: Limited Outlook Plug-in: Limited Web Client: None	Client Manager: Full Outlook Plug-in: Full Web Client: Access to mailbox settings. Access to voice and fax mail (not e-mail).	Client Manager: Full Outlook Plug-in: Full Web Client: Full

Your user class has been determined upon initial deployment of the system. If there is any feature or functionality described in this document to which you require access, please contact your System Administrator. Additional licensing may be required for the applications.

This guide provides detailed instructions on using the UM Client Manager and the Web Client application software.

Intended Audience

This document is intended for end users using the UM Client Manager and the Web Client for their personal use.

Before You Begin

Before you can begin using the UM Client Manager and the Web Client software, you first need to install the applications. Refer to the *Client Application Installation Guide* for instructions.

Conventions

This guide uses the following conventions to convey specific information:

Note: Contains additional information about the task you are performing.

Hint: Contains an alternative method of performing the task or offers a solution if you run into a problem.

Caution: Information that alerts you to potential loss of data, or damage to an application, system, or device.

Warning: Information that alerts you to potential personal injury.

Contacting Mitel Networks™

Contact us by mail at:

Mitel Networks Corporation

350 Legget Drive

Ottawa, ON K2K 2W7

Contact us by phone:

Tel: 613-592-2122

Fax: 613-592-4784

Contact us on the Web:

www.mitel.com

CHAPTER 1

UM Client Manager and Desktop Applications

In This Chapter . . .

Overview on page 14

Using the UM Client Manager on page 14

Configuring the UM Client Manager on page 20

Using the UM Call Manager on page 32

Changing Your Status on page 38

Using LanTalk on page 40

Using the Outlook Toolbar on page 53

Overview

The 6510 Unified Messaging system is an IP-based desktop application that allows you to access several unique communication features, such as call control, instant messaging, and unified messaging.

You can log into the UM server from any PC connected to the Internet. After you enter the IP address of the 6510 UM server, you are logged in and can access the available communication functionality.

Using the UM Client Manager

Signing On

Signing on allows you to begin the UM Client Manager program.

- **To log onto the UM server:**

1. Click **Start**>**Programs**>**UM Client Manager**>**UM Client Manager**.

Hint: You can also double-click on the UM Client Manager icon on the desktop.

The UM Client Manager will automatically load into your system tray after authentication, and will sit awaiting call activity.

The status of your UM Client Manager session is represented by a number of icons:

Icons	Session Status	Available to
	Logged In	All users
(flashing)	Logged In with New Message Awaiting	Advanced and Unified users
	Logged Out	All users
	Disconnected (System detects Client Manager settings, but no connection is established)	All users

The status of your availability is represented by several icons:

	Busy	Advanced and Unified users
	In Meeting	Advanced and Unified users
	Do Not Disturb	Advanced and Unified users
	At Lunch	Advanced and Unified users
	Gone Home	Advanced and Unified users
	Away On Business	Advanced and Unified users
	On Vacation	Advanced and Unified users

	No Answer	Advanced and Unified users
	In Office and Logged In (Shown In LanTalk Directory)	Advanced and Unified users
	In Office and Not Logged In (Shown In LanTalk Directory)	Advanced and Unified users
	Standard User, no Desktop access (Shown In LanTalk Directory)	Advanced and Unified users

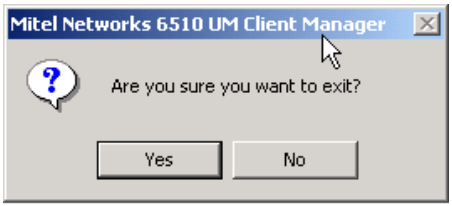
Note: When UM Client Manager is enabled by default, a notification window will pop up above the UM Client Manager icon whenever new messages are received. This can be turned off in the Options/Notification Settings of the Client Manager. The Notification window will display the number of new voice, text, and fax messages if the Show Message Count option is enabled in the Administration console. Refer to Feature Groups>Mailbox Options in the *Server Configuration Guide*.

Logging Off

Logging off closes the UM Client Manager and ends your session.

◆ To log off from the UM Client Manager:

1. Right-click on the UM Client Manager icon and click **Exit**. The following message appears:



UM0057

2. Click **Yes**.

UM Client Manager Connectivity

At times when the UM Client Manager is unable to connect to the IMAP store or to your mailbox, dialogs will appear that prompt you to regain connectivity.

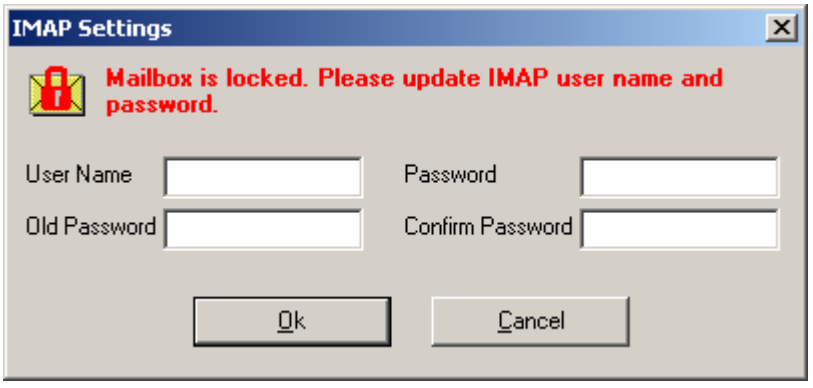
◆ To unlock mailbox:

1. When the system fails to establish a connection to the IMAP store, the Unlock Mailbox dialog appears.

2. Click **OK**. The system attempts to re-establish the connection. If connection is established, the Unlock Mailbox dialog will disappear. If the connection is not established, the Unlock Mailbox dialog will re-appear. Click **OK** again until the connection is established.

◆ To reconfigure IMAP settings:

1. When the system fails to establish a connection with a specific mailbox in the IMAP store, the IMAP Settings dialog appears.



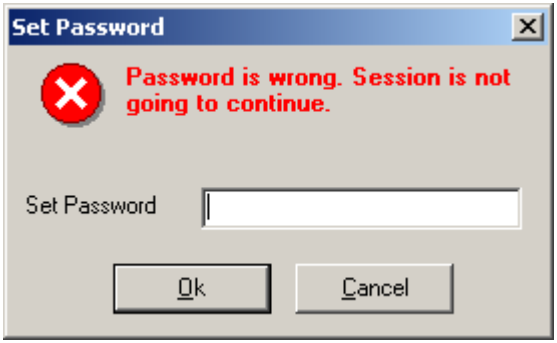
2. In the User Name field, enter your IMAP user name.

Note: The IMAP user name is the e-mail account user name that is set on the Exchange server (in the Active Directory). See your System Administrator if you do not know your IMAP user name.

3. In the Old Password field, enter the old password associated to your IMAP user name.
4. In the Password field, enter a new password for your IMAP user name.
5. In the Confirm Password field, re-enter the new password for confirmation.
6. Click **OK**. The system re-attempts to connect to the specific mailbox in the IMAP Store.

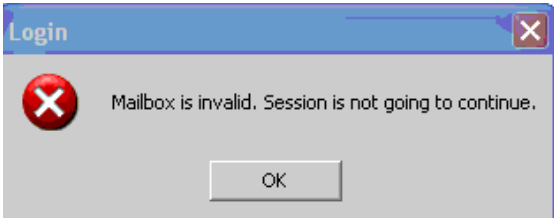
◆ To reset password when prompted:

1. When your account attempts to log into the UM Client Manager and the password is not valid, the Set Password dialog appears.



2. In the Set Password field, enter the correct password for your account.
3. Click **OK**. If the correct password is entered, the system logs you into the UM Client Manager.

Note: If your connection to the 6510 server is lost at any time (due to network issues), the Login dialog will appear. Click OK to close the dialog and re-establish a connection with the 6510 server. The Login dialog will continue to appear intermittently if connection to the server is not re-established.



Configuring the UM Client Manager

Before you can use UM Client Manager, you must configure the application. While the Main Settings are normally set when the application is installed on your PC, you have the option of changing the settings.

Note: This task is only applicable to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

There are four main settings to configure for the application.

- Main Settings
- Call Handling
- LanTalk (Instant messaging) Settings
- Notification Settings

Configuring Main Settings

This function allows you to configure the personal settings required so that you can log in successfully.

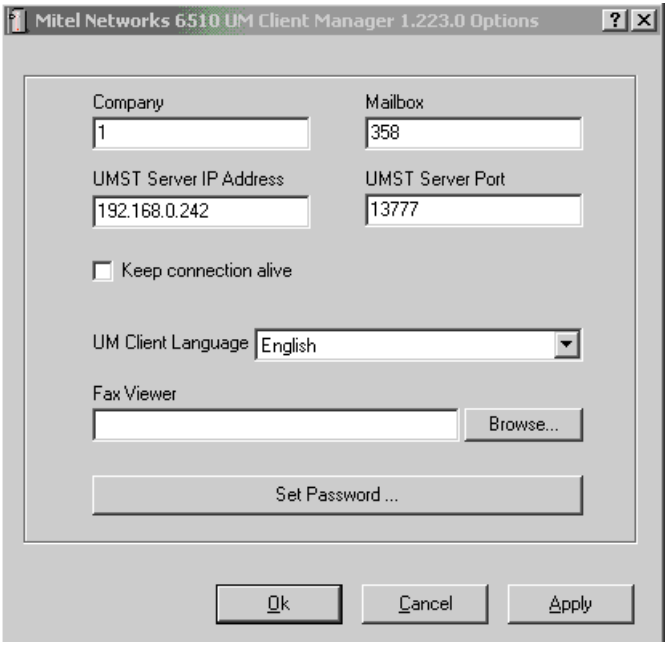
Caution: This information must be correct in order for the UM Call Manager and the Outlook Forms to work properly.

◆ To configure main settings:

Note: Skip this procedure if you have already configured the main settings during the installation of the 6510 UM Client Manager.

1. From your desktop, click on **Start>Programs>UM Client Manager>Configuration**.

The 6510 UM Client Manager configuration window appears..



Note: The main mailbox, address and port information is automatically populated by the system if you entered them correctly during the installation process. If certain fields are not populated, refer to the following steps 2-5 for details. Proceed to step 6 if the main fields are already populated.

2. In the **Company field**, enter the company number name that your account is associated with on the 6510 UM server.

Note: Contact your System Administrator if you do not know your company number. The default value is 1.

3. In the **Mailbox** field, enter your mailbox number for voice mail.
4. In the **UMST Server IP Address** field, enter the UMST IP address so that the system can authenticate you using TCP/IP.

Note: Contact your System Administrator if you do not know your UMST Server IP Address.

5. In the **UMST Server Port**, enter the UMST server port number.

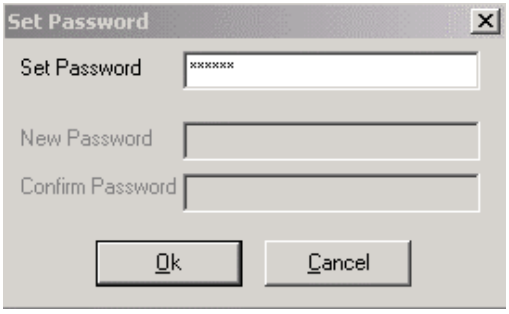
Note: Contact your System Administrator if you do not know your UMST Server Port number. The default value is 13777.

6. In the **Keep connection alive** field, place a checkmark in the box if you would like the UM Client Manager to maintain a connection with the UMST.

Note: When this option is selected, the UM Client Manager will attempt to reconnect to the UMST if the connection is lost between the two components.

7. In the **UM Client Language** drop-down list, select the language that is to be used.
8. In the **Fax Viewer** field, enter the file name and location of the application you currently use to view .tiff files. If you leave this field blank, 6510 UM Client Manager will use the default viewer associated with your operating system.

9. Click **Set Password** to set your user password. The Set Password dialog appears.



10. In the **Set Password** field, enter your new password, and then click **OK**.
11. The 6510 UM Client Manager configuration window reappears. Click **OK** to finish the configuration.

The initial setup of the 6510 UM Client Manager is now complete.

Specifying Call Handling Settings

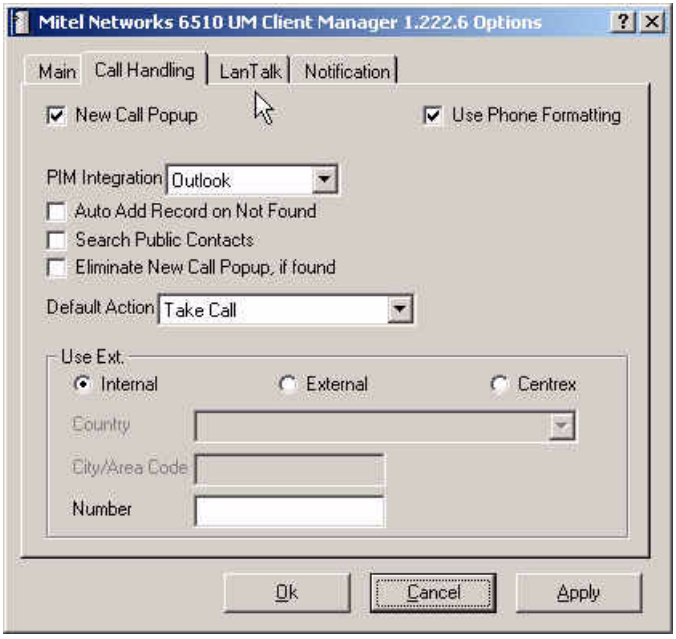
The **Call Handling** tab allows you to define the call handling settings, including PIM Integration, Default Action, New Call Popup, Public Contact Search, Auto Add Record and User Extension.

Note: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

◆ To specify call handling:

1. Log into the 6510 UM Client Manager.
2. Click the **Call Handling** tab.

   The Call Handling window appears.



3. Select **New Call Popup** to activate screen pops on incoming calls. When you receive a new call, the Call Manager screen will appear.

Note: In order for call popups to occur, this checkbox must be selected. In conjunction with this, the Transfer Options for each user's mailbox must have Pop selected. Refer to the Web Client chapter in this guide for more details.

4. Select the **Use Phone Formatting** checkbox to enable phone formatting.
5. From the **PIM Integration** drop-down list, select the Personal Information Manager (PIM) application you are using on this PC to integrate database look ups and screen pops on incoming calls.

The following table describes the related settings for each of the Personal Information Manager (PIM) applications in the drop-down list.

Function	Related Fields
Maximizer	Select **Auto Add Record on Not Found** to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act.
Goldmine	No related fields.
ACT!	Select **Auto Add Record on Not Found** to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act.

Function	Related Fields
Outlook	Select **Auto Add Record on Not Found** to add the call record if it is not found in the database. It takes the caller ID information including the name and number, and creates a new contact in Outlook or Act. Select **Search Public Contacts** to search the public contact database on the office exchange server for matching contact number. Select **Eliminate New Call Popup If Found** when you want to turn off call control and only popup the contact information on incoming calls.
Custom ActiveX	This allows a user with Visual Basic (VB) Script experience to integrate the screen pops and call controls into custom databases and applications. In the **Class Name** field, enter the file name of the script created to do custom screen pops.

6. Select **Eliminate New Call Popup, If Found** if you do not want a new call popup when a matching information is found for the incoming call by the system.
7. From the **Default Action** drop-down list, select a default action. If you do not click on any actions on the incoming screen popup, the system will process the call based on the action you have assigned in this field.

Note: You can override these default actions by the actions that you may choose on an incoming screen pop.

Action	Function
Take Call	Take the call automatically
Take Message	Take a message automatically
Transfer Call	By default, transfer the call to another extension

8. In the **Use Ext**. field, select the extension type to be used to transfer a call, play back a voice message, and dial a number. You can select an **Internal**, **External**, or **Centrex** extension type.

Note: Centrex is a telephone company provided service that allows for PBX functionality through your telephones. In this application, selecting the Centrex extension type will initiate external dialing through the auto attendant, freeing your existing trunk lines for outdialing.

9. In the **Country** drop-down list, select the country that is associated with the external extension.
10. In the **City/Area** Code field, enter the city area code for the external extension.
11. In the **Number** field, enter the extension number you are using, or, if you are using an external telephone number, enter the seven digit phone number.

Note: If you do not enter a phone extension, the system will use your extension.

12. Click **OK** to end and finish the configuration, or click another tab to continue the configuration.

Configuring LanTalk

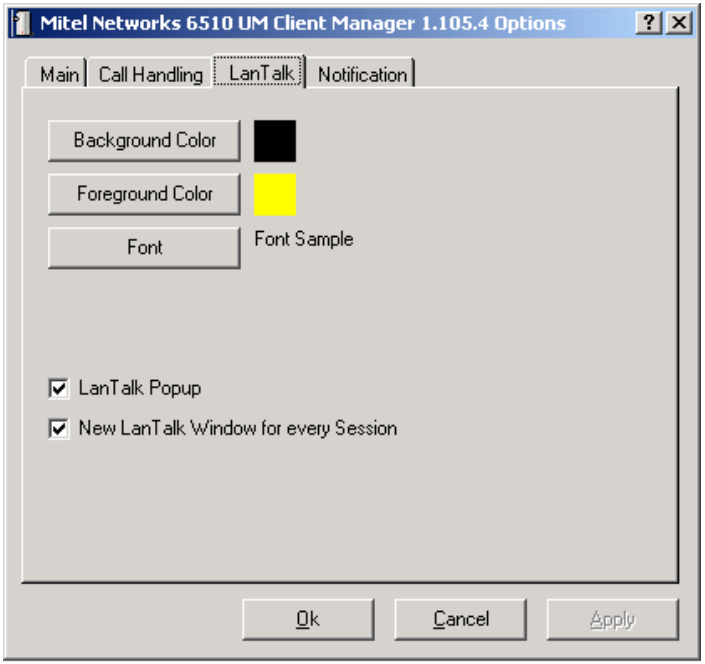
LanTalk is the instant messaging component of the 6510 UM system that allows users to chat with each other over an IP network. LanTalk messaging can be personalized so that each user can specify background and foreground colors, as well as font type and size.

Note1: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

Note 2: Check with your System Administrator whether you have access to this feature. You need to have several options enabled before you can access this feature.

◆ To configure LanTalk:

1. Log into the 6510 UM Client Manager.
2. Click the **LanTalk** tab. The LanTalk window appears.



UM0060

3. Click **Background Color** to set the color for the background screen.
4. Click **Foreground Color** to set the color of the text.
5. Click **Font** to configure the font type and size.

Note: For information on changing the color and font, refer to your Windows NT® documentation.

6. Select the **LanTalk Popup** checkbox to turn on instant messaging.
7. Select the **New LanTalk Window for every Session** checkbox if you want a new window for every new LanTalk session.
8. Click **OK** to save the LanTalk settings.

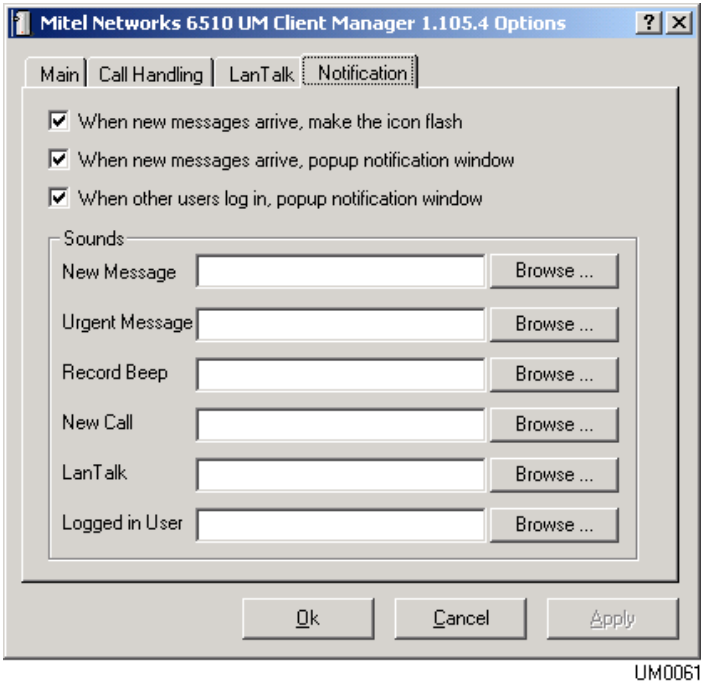
Configuring Notifications

The Notification tab allows you to customize the way that you are notified when you receive new messages and when other users log in to the system.

Note: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

◆ To configure the notifications:

1. Log into the 6510 UM Client Manager.
2. Click the **Notification** tab. The Notification dialog appears.



UM0061

- Select the **When new messages arrive, make the icon flash** check-box to enable the 6510 UM Client Manager icon to flash when you receive a new message.

- Select the **When new messages arrive, popup notification window** checkbox to enable the screen popup that notifies you of new messages.
- Select the **When others log in, popup notification window** checkbox to enable the screen popup that notifies you when other users log in to the system.

3. In the **Sounds** field, customize the sounds that you wish to use for each function by using the Browse button to select the appropriate sound files within the following fields:

New Message	Select the sound file you want played when you receive a new message.
Urgent Message	Select the sound file you want played when you receive an urgent message.
Record Beep	Select the sound file you want played for the record beep.
New Call	Select the sound file you want played when you receive a call.
LanTalk	Select the sound file you want played when you receive a LanTalk message.
Logged in User	Select the sound file you want played when a user logs in.

Note: The Notification Sounds feature only supports sound files in .wav format.

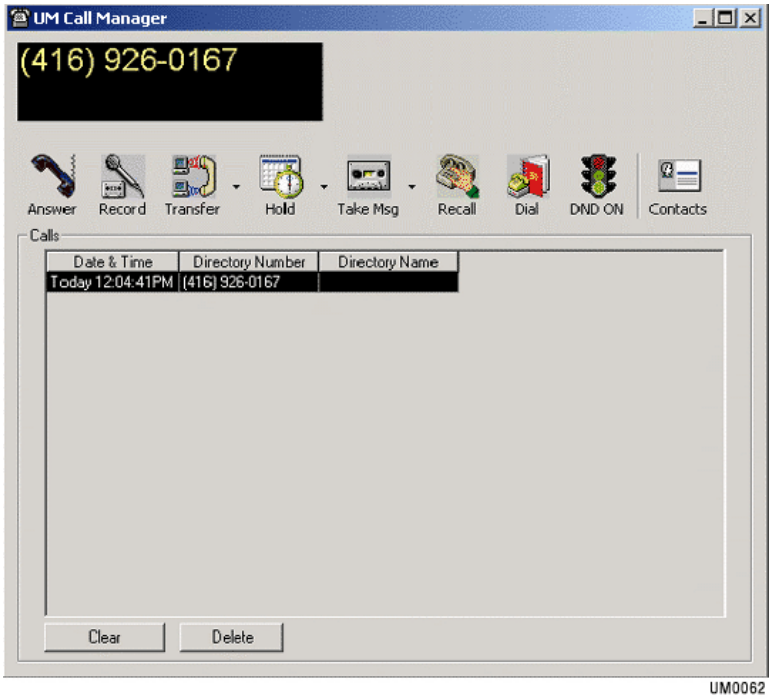
4. Click **OK** to save your Notification settings.

Using the UM Call Manager

When a call comes through to your extension, the UM Client Manager displays a screen pop that displays information about the phone call.

Note 1: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

Note 2: The Contacts feature and button will only appear if you set your PIM Integration Settings to use Outlook.

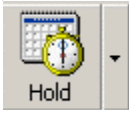


Note 3: You may not see all of the buttons as shown above. The availability of some of the buttons depends on the PBX integration of your system. Contact your System Administrator for more information.

Using the Toolbar Buttons

There are eight buttons that allow you to perform various tasks within the UM Call Manager display.

Note: You may not see all of the buttons shown below on your system. The availability of some of the buttons depends on the PBX integration of your system. Contact your System Administrator for more information.

Button	Function
	Transfers the call to the active extension that your user account has been defined to. For more information, refer to Chapter 2 (Using the Web Client) in this document. This feature is PBX dependent.
	Transfers the call to another extension. Click the arrow key to define the extensions.
	Puts the incoming call on hold. Click the arrow key to select the length of time that the call will be on hold.
	Sends the call to voice mail. Click the arrow to select what greeting to play the caller.
	Allows you to pull a caller out of voice mail while they are leaving a message.
	Allows you to dial back a number that left a message or called. You can go into contacts and used the dial button as well. This feature is PBX dependent.

	This button allows you to turn your do not disturb status on or off at any time.
	This launches the embedded UM Client Manager Contact database to log call statistics and dial back. (Only functional in conjunction with Outlook).

Answering a Call

When a call appears on the UM Call Manager display, click **Answer** to transfer the call to your extension.

Note: The Answer button is disabled until you receive another call.

Removing a Call

UM Client Manager gives you the option of removing one or all of the calls on the display.

- **To remove a call:**

1. Highlight the call to be removed and click **Clear**. A dialog appears, prompting you to confirm the deletion.

Note: To remove all calls from the display, click Clear.

2. Click **OK**. UM Client Manager removes the calls from the screen.

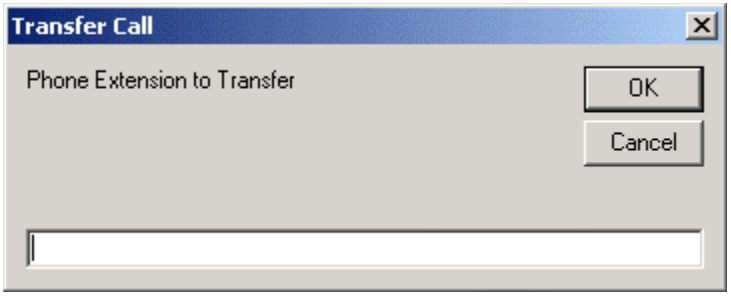
Transferring a Call

When a call comes to your extension, you can transfer the call to another extension. After you specify the extension, it will be displayed in the Transfer drop down list and is available to use again.

Note: The extension numbers that you enter are available until you exit UM Call Manager.

◆ To transfer a call:

1. Click the arrow key to select the extension to which to transfer the call. To specify an extension, click **Other**. The Transfer Call dialog appears.



2. Enter the mailbox number associated to the phone extension that you want to transfer the call to and click **OK**.

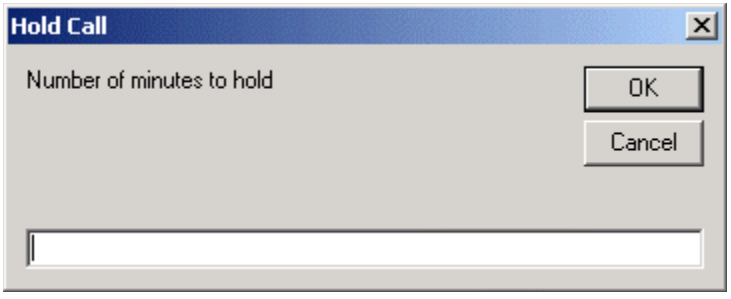
Note: The Transfer button is disabled until you receive another call.

Putting a Call on Hold

When a call comes through to your extension, you can put the call on hold until you have an opportunity to answer it.

◆ To put a call on hold:

1. Click the arrow key beside the Hold button to select the length of time that you want to put the call on hold for. Time selections include **30 seconds**, **1 minute**, **2 minutes**, or **Other**. If you select a provided time selection, the call will be held for the specified duration of time, and will then be transferred to your extension. If **Other** is selected, the Hold Call dialog appears.



2. Enter the number of minutes that you want the call held for, then click **OK**. After the time has expired, the call will be forwarded to your extension.

Note: The Hold button is disabled until you receive another call.

Taking a Message

When a call comes through to your extension, you can choose to send the call directly to your voice mail. When enabling this option from the UM Client Manager interface, you can select which pre-recorded greeting to use to greet the caller.

- **To take a message:**

1. Click the **Take Msg** arrow key and select the greeting type you want the caller to receive. The UM Call Manager sends the caller to the selected greeting to record a message.

Pulling a Caller out of Voicemail

When a caller is in the process of leaving a message in your voice mailbox, you can choose to retrieve the caller from voicemail and speak to them directly.

- **To pull a caller out of voicemail:**

1. While a caller is in a message recording session, click **Recall**. The caller is transferred to your extension.

Specifying Do Not Disturb

Do Not Disturb (DND) allows you to activate a Do Not Disturb message when an incoming call appears in the popup.

- **To specify do not disturb:**

1. Click the **Do Not Disturb** icon.

Adding a Call to the Contact Manager

Note: This function is only available when PIM Integration is set to Outlook.

If your PIM Integration is set to Outlook, after you answer a call, you can add information about the caller to the Microsoft® Outlook Contact Manager. For more information on how to use contacts, see your Outlook guide.

Changing Your Status

UM Client Manger provides you with the ability to inform callers when you are not available to answer the phone. For example, if you are on holiday, you can instruct the system to inform a caller that you are away and the date when you will be back in the office.

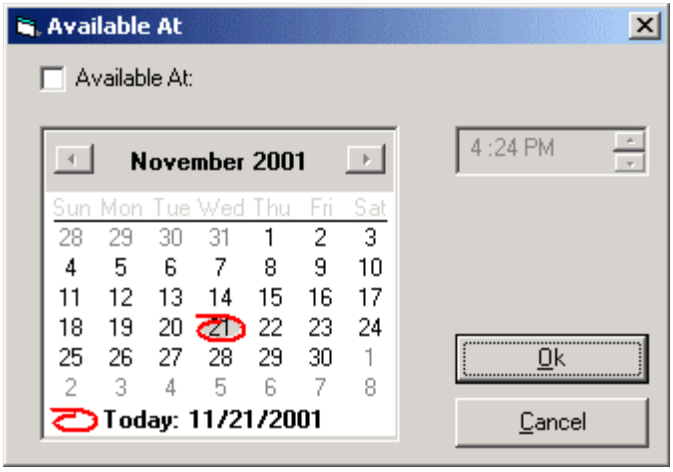
For information on how to record a greeting, refer to Maintaining Greetings on page 140 or your *Telephone User Guide*.

◆ To change your status:

1. Right-click the UM Client Manager icon, then select **Present Status**.
2. Select the status that you want activated.

Status	Function
In Office	Rings your Active extension.
Busy	Goes to voice mail and plays your busy greeting.
Meeting	Goes to voice mail and plays your meeting greeting.
Do Not Disturb	Goes to voice mail and plays your do not disturb greeting.
Lunch	Goes to voice mail and plays the lunch greeting.
Gone Home	Goes to voice mail and plays the gone home greeting.
Away on Business	Goes to voice mail and plays the away on business greeting.
Vacation	Goes to voice mail and plays your vacation greeting.
No Answer	Rings your active extension.

If you select a Present Status other than **In Office** or **No Answer**, the **Available At** dialog appears.



3. Select the **Available At** checkbox to activate the schedule.
4. Click on a date when you will be back in the office.
5. Enter a time, then click **Ok**. The selected status will be represented by the corresponding icon in your Windows System Tray.

Note 1: You do not need to specify an Available At date and time. This is an option that you may choose, which, if selected will inform callers of the date and time when you will be available.

Note 2: The system does not revert your status greeting back to "in office" when your Available At time is met. The greeting needs to be changed manually.

Using LanTalk

LanTalk is the instant messaging module that allows you to chat with other users over the network. You can reach anyone who is logged into the same network connection as the one that you are using, as well as send SMS messages.

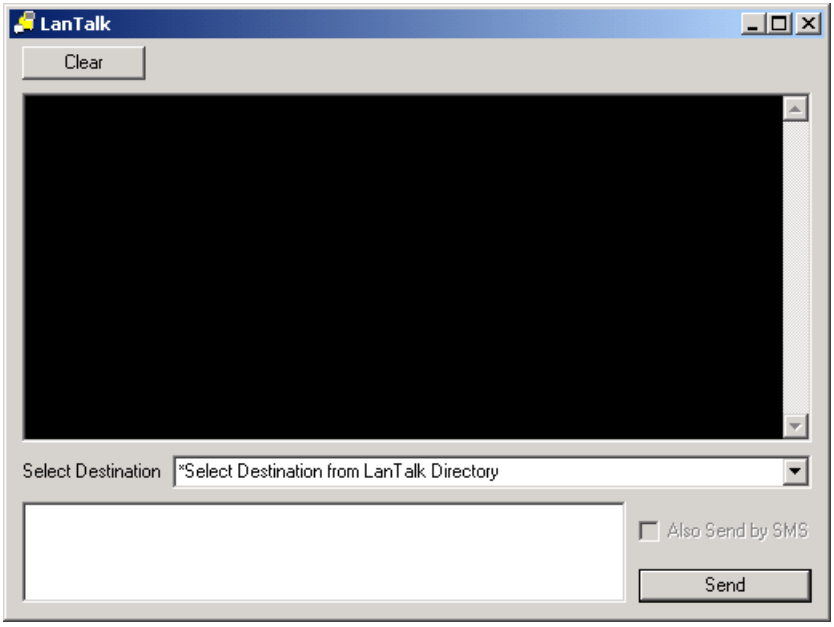
Sending a Message

When logged in, you can send instant messages to others using LanTalk.

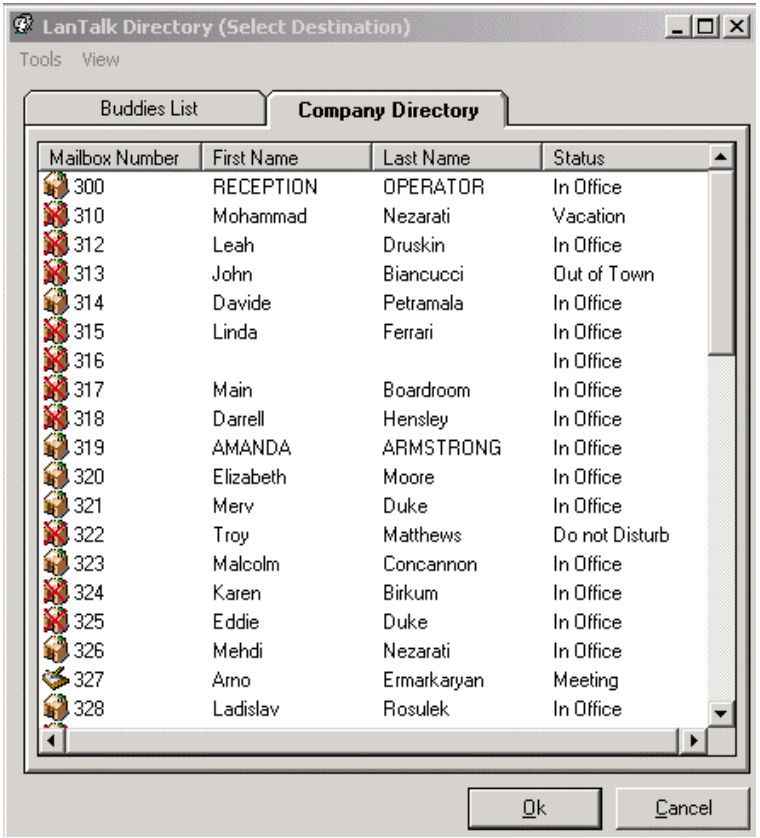
◆ To send a message (to a single user):

1. Right-click on the UM Client Manager icon and select **LanTalk**. UM Client Manager enables you to Launch, Broadcast, or view the Directory.

2. Click **Launch**. The LanTalk dialog appears.



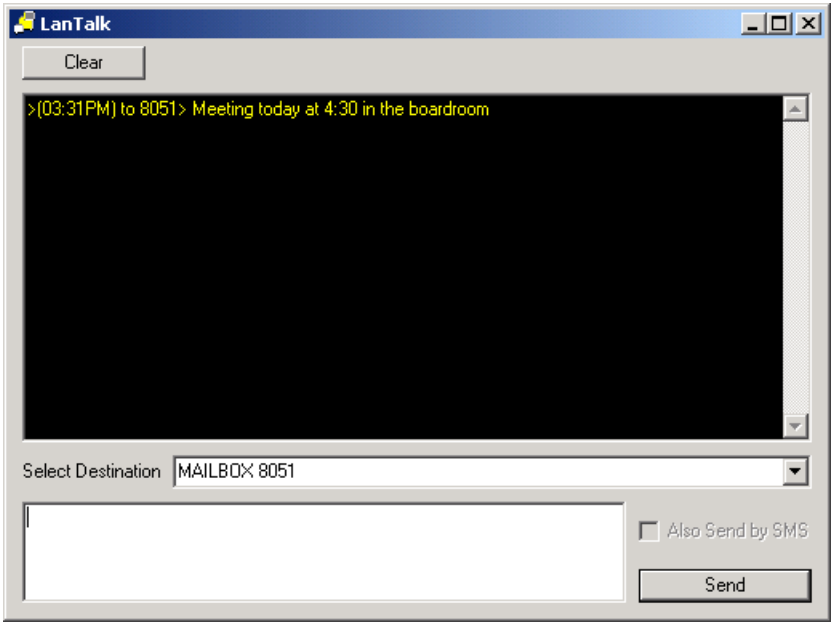
3. From the **Select Destination** drop-down list, select **Select Destination from LanTalk Directory**. The LanTalk Directory dialog appears, displaying a Buddies List compilation or a list of all users online, defining their name, mailbox number, and online status.


LanTalk Directory (Select Destination)
Tools View
Buddies List
Company Directory
Mailbox Number First Name Last Name Status
300 RECEPTION OPERATOR In Office
310 Mohammad Nezarati Vacation
312 Leah Druskin In Office
313 John Biancucci Out of Town
314 Davide Petramala In Office
315 Linda Ferrari In Office
316 In Office
317 Main Boardroom In Office
318 Darrell Hensley In Office
319 AMANDA ARMSTRONG In Office
320 Elizabeth Moore In Office
321 Merv Duke In Office
322 Troy Matthews Do not Disturb
323 Malcolm Concannon In Office
324 Karen Birkum In Office
325 Eddie Duke In Office
326 Mehdi Nezarati In Office
327 Arno Ermarkaryan Meeting
328 Ladislav Rosulek In Office
Ok
Cancel

4. Click the **Company Directory** tab, select a user, and click **OK**. The selected user appears in the Select Destination drop-down list.

Note: The LanTalk Directory can also be accessed directly if you right-click on the UM Client Manager icon, select LanTalk and click Directory.

5. Select the **Also Send by SMS** checkbox to send to a mobile phone (if applicable).
6. In the empty field, enter the message that you want to send.



Note: You can also select a previous message that you sent.

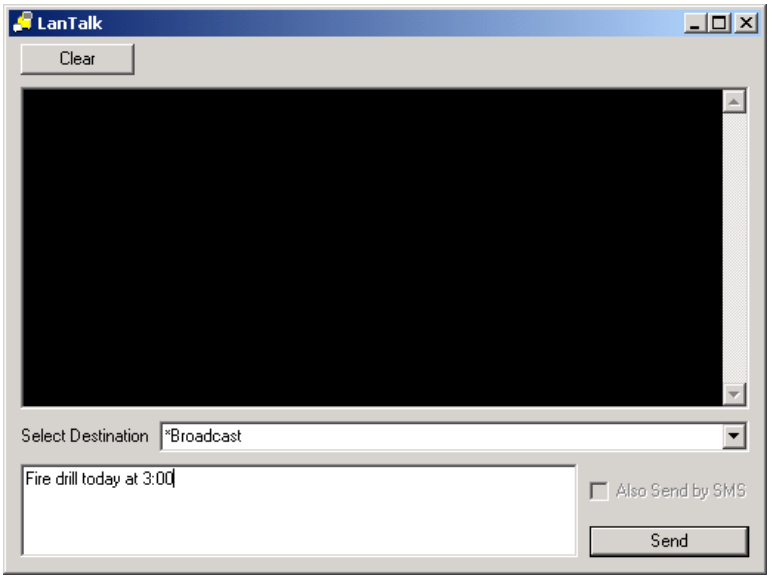
7. Click **Send** to send the message. The message is sent.

Creating a Broadcast Message

Using the Broadcast Message feature is useful if you want to send the same message to everyone connected to the system.

◆ To create a broadcast message:

1. Right-click on the UM Client Manager icon and select **LanTalk**>**Broadcast**. The LanTalk dialog appears.



2. In the **Select Destination** drop-down list, select **Broadcast**.
3. In the empty field, enter the message that you want to send.

Note: You can also send the message by SMS. However, it is not recommended to send Broadcast messages in this way.

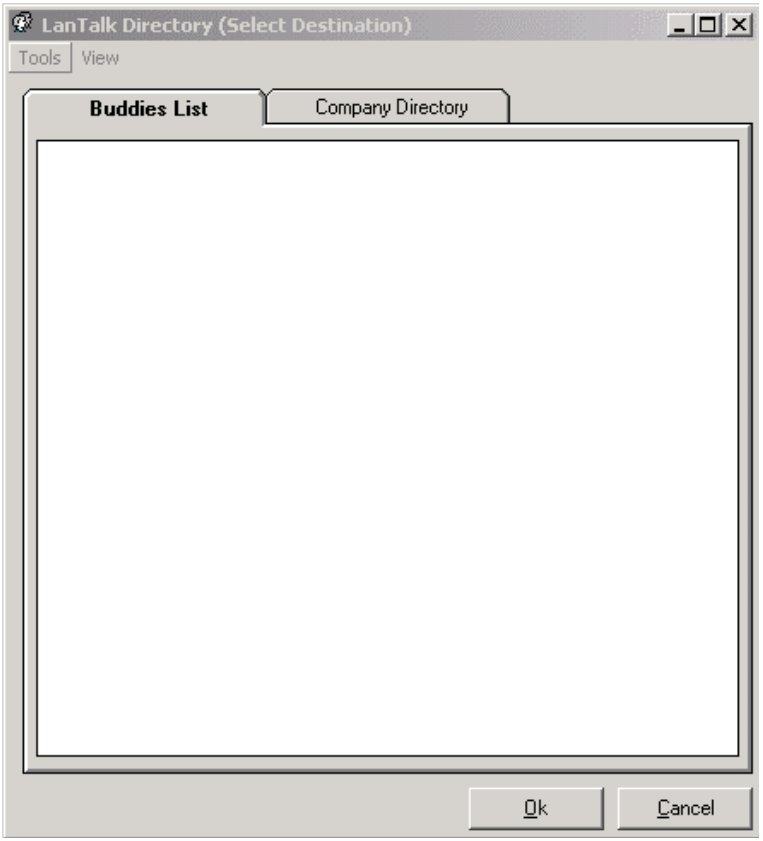
4. Click **Send**. The message is broadcasted.

Creating a Buddies List

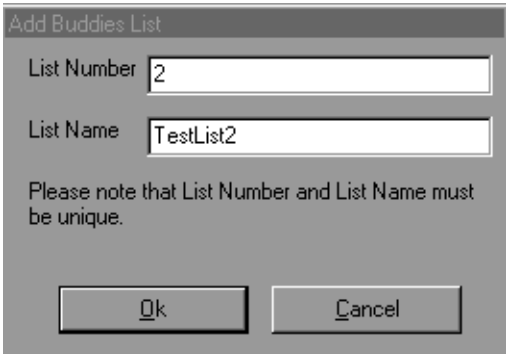
A Buddies List allows you to create a distribution list for Lan Talk broadcasts. After creating a Buddies List, you must add mailboxes (users) to the list. By creating and defining users on a Buddies List, you can send a broadcast message to the selected "buddies" with one click.

◆ To create a Buddies List:

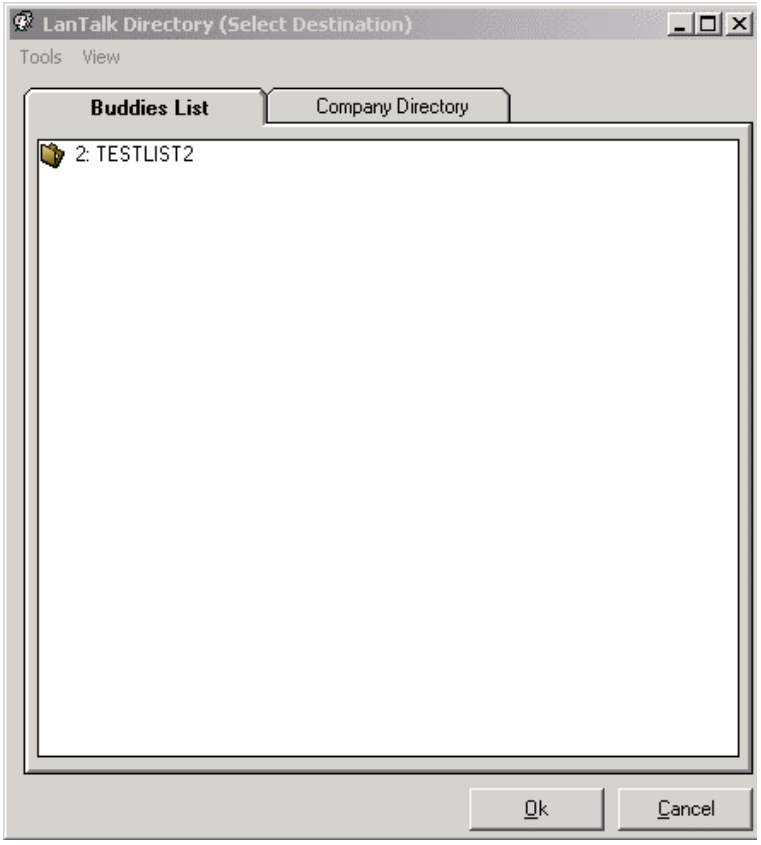
1. Right-click on the UM Client Manager icon and select **LanTalk>Directory**. The LanTalk Directory (Buddies List tab) appears.



2. Click **Tools>Add Buddies List**. The Add Buddies List dialog appears.



3. In the **List Number** field, enter the list number that will identify the Buddies List.
4. In the **List Name** field, enter a unique name for the Buddies List.
5. Click **OK**. The Buddies List appears in the Buddies List tab.



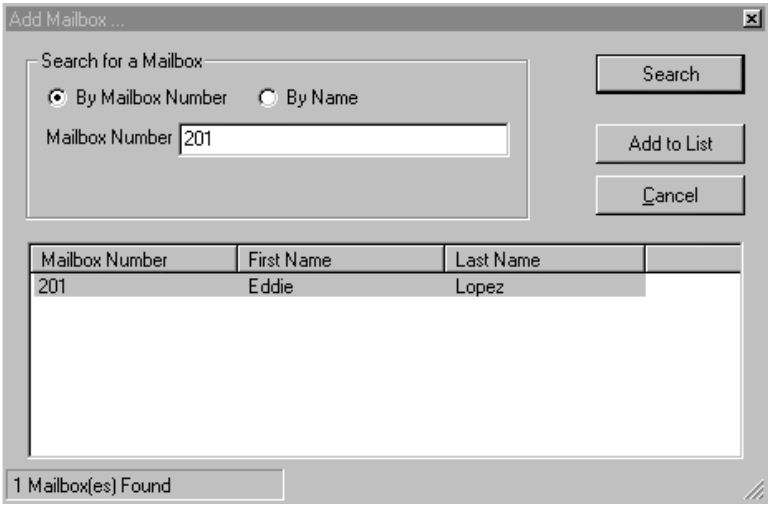
◆ To rename a Buddies List:

1. In the Buddies List tab, select a Buddies List and click **Tools**>**Rename Buddies List**. The Delete Buddies List dialog appears.
2. Click **Yes**. The Rename Buddies List dialog appears.

3. In the **Enter new name** field, enter the new name for the Buddies List.
4. Click **OK**. The Buddies List appears, labelled with its new name.

◆ To add mailboxes to the Buddies List:

1. In the Buddies List tab, select the Buddies List and click **Tools**>**Add Mailbox**. The Add Mailbox dialog appears.



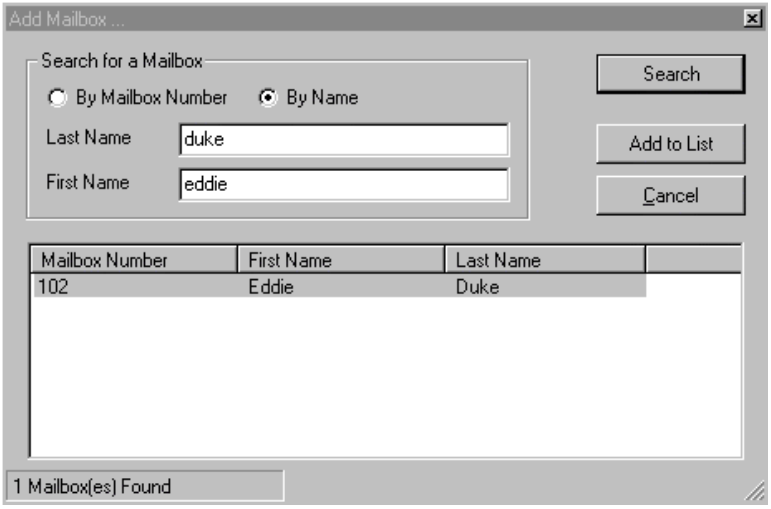
You can either add mailboxes by searching for the mailbox number or by user name:

- Select **By Mailbox Number**.
- In the **Mailbox Number** field, enter the mailbox number to search for.

- Click **Search**. Any mailbox number that is found is displayed.

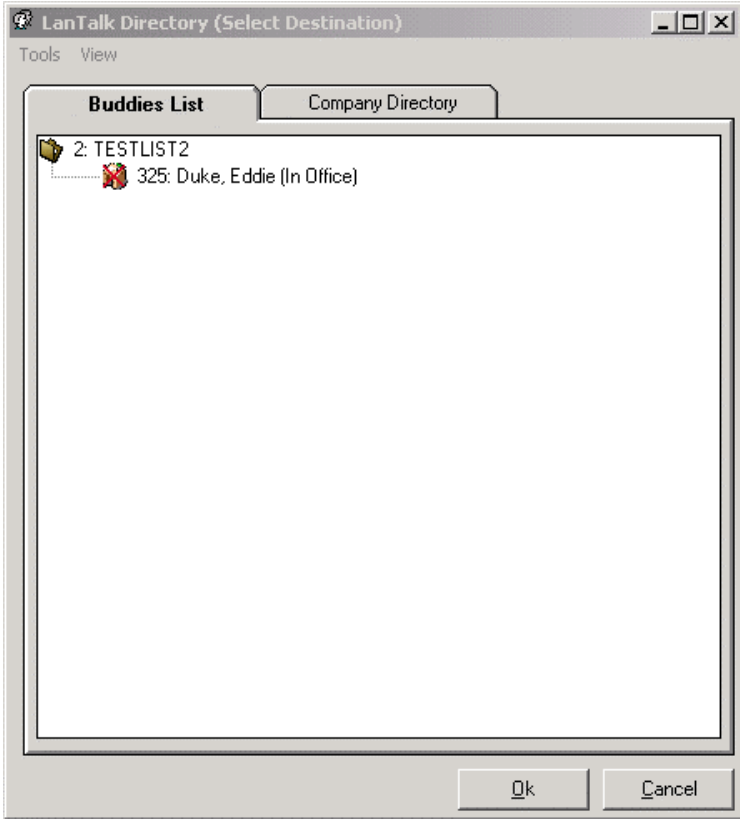
or

- Select **By Name**. The Last Name and First Name fields appear.



- In the **Last Name** field, enter the last name of the user you are searching for.
- In the **First Name** field, enter the first name of the user you are searching for.
- Click **Search**. Any name that is found is displayed.

2. Select the user that you want to add and click **Add to List**. The user appears in the Buddies List.



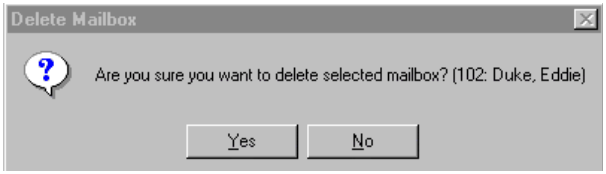
3. Repeat steps 1-2 to add all necessary users to your Buddies List.

Deleting Buddies Lists and Mailboxes

You can delete individual mailboxes from Buddies Lists or delete entire Buddies Lists.

◆ To delete a mailbox from a Buddies List:

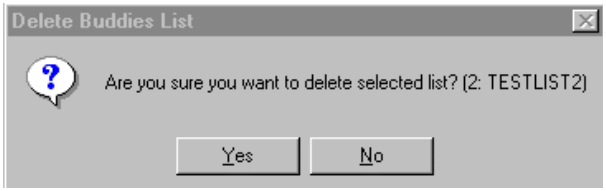
1. In the Buddies List tab, select a user and click **Tools**>**Delete Mailbox**. The Delete Mailbox dialog appears.



2. Click **Yes**. The mailbox is removed from the Buddies List.

◆ To delete a Buddies List:

1. In the Buddies List tab, select a Buddies List and click **Tools**>**Delete Buddies List**. The Delete Buddies List dialog appears.



2. Click **Yes**. The Buddies List is removed.

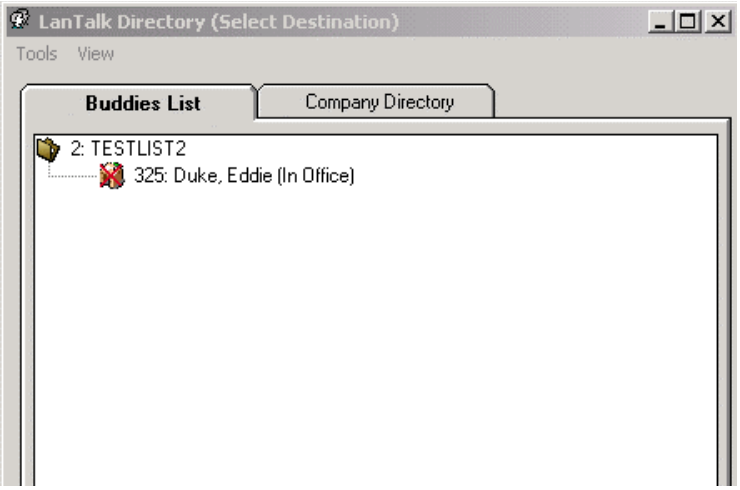
Sending a Message Using a Buddies List

Once a Buddies List is created and multiple users are assigned to it, you can conveniently create Lan Talk messages that are sent to users specific to the Buddies List that is selected.

◆ Sending a message using a Buddies List:

1. Right-click on the UM Client Manager icon and select **LanTalk>Directory**.

The Lan Talk Directory (Buddies List tab) appears.

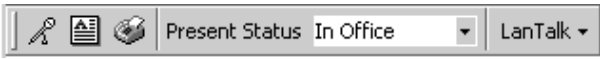


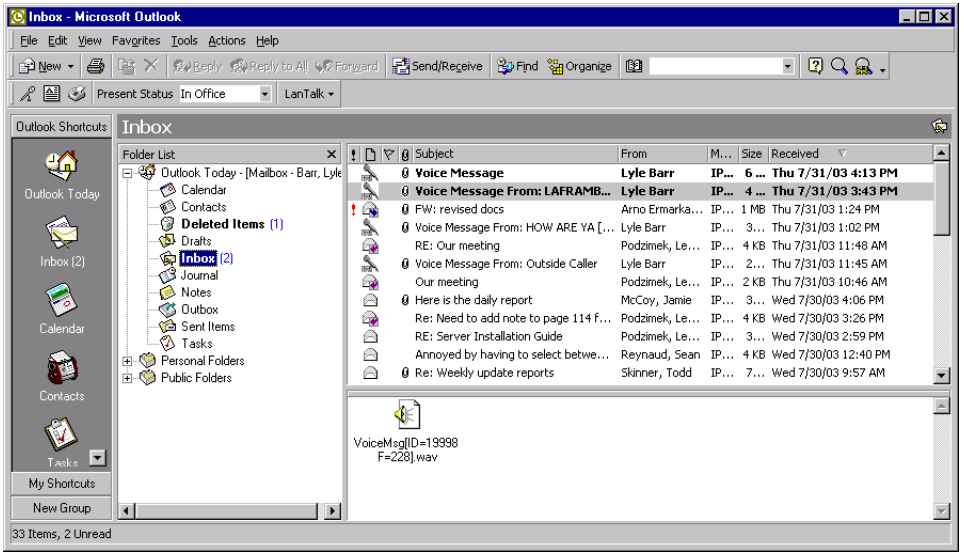
2. Select the Buddies List to use and click **OK**. The Select Destination field displays the selected Buddies List.
3. In the empty field, enter the message that you want to send.
4. Select the **Also Send to SMS** checkbox to send to a mobile phone (if applicable).
5. Click **Send** to send the message. The message is sent to all users that are defined in your Buddies List.

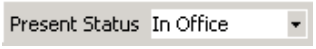
Using the Outlook Toolbar

The UM Client Manager Toolbar is integrated into the Microsoft Outlook application, allowing you to send a voice, text, or fax message, as well as set your Present Status and launch LanTalk sessions.

Note: In cases where there are multiple Profiles being used on the same Outlook application, only the profile of the user who installs the software has access to the UM Client Manager Toolbar in Outlook.



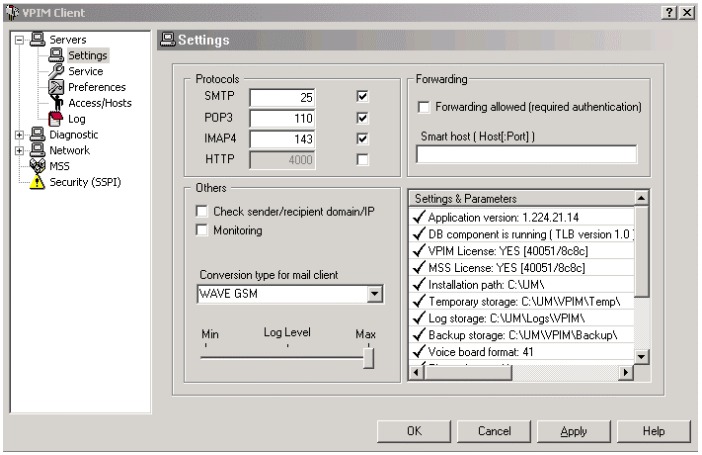


Button	Function	Available to
	Compose a voice message (New Voice Button)	All users
	Compose a text message (New Text Button)	All users
	Send a fax message (New Fax Button)	All users
	Set your Present Status	Advanced and Unified users
	Launch a LanTalk conversation	Advanced and Unified users

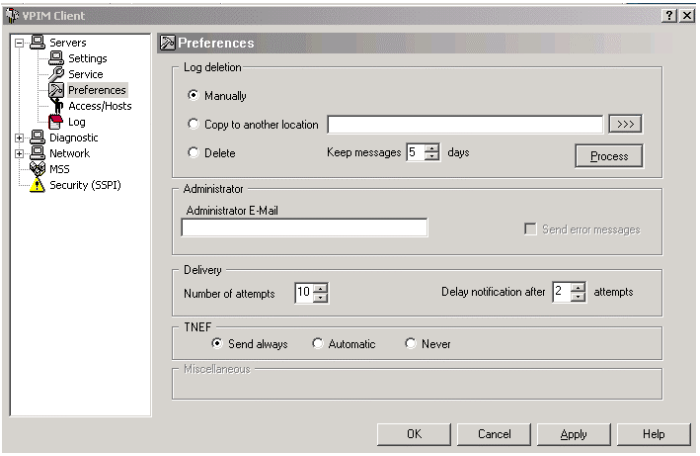
Note: In order for message type icons to appear in Outlook (for Integrated Messaging and SMTP Forwarding), you must use the VPIM Client to enable this feature. Follow the directions below.

◆ To enable message type icons in Outlook:

1. In your Windows Taskbar, click **Start** > **Program Files** > **Mitel Networks 6510 UM** > **VPIMClient**. The VPIM Client window appears.



2. Click **Preferences**. The Preferences tab appears.



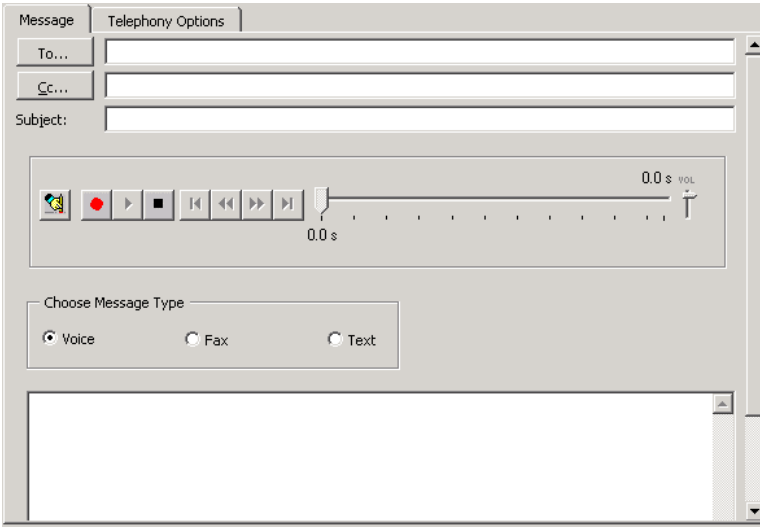
3. Under TNEF, select the **Send Always** radio button.
4. Click **Apply**, and then **OK**. Exit the VPIM Client application.

Message Tab

The Message tab allows you to compose voice, text and fax messages.

◆ To compose a voice message:

1. In Microsoft Outlook, click the **New Voice** button. The New Voice Message tab appears.



2. In the **To** field, enter the e-mail address that you are sending the message to.
3. In the **Cc** field, enter the e-mail address that you are carbon copying the message to. (If applicable).
4. In the **Subject** field, enter the subject for the message.
5. Under **Choose Message Type**, ensure that **Voice** is selected.

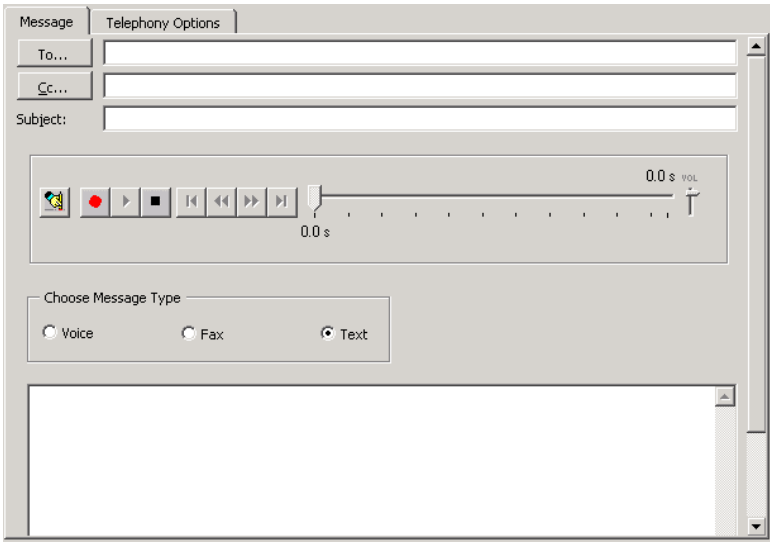
   The sound recording toolbar is used to record and playback voice messages. There are buttons to record, clear, play, stop, rewind, and fast forward the message.

allows you to adjust the message volume and speed.

6. Click and begin recording the voice message with your microphone. Click when finished recording.
7. Click to verify that you message is recorded. If the message needs to be revised, click to clear the message and re-record your message.
8. In the text field at the bottom of the screen, enter any text that you want included with the message.
9. Click **Send**. The composed message is sent.

◆ To compose a text message:

1. In Microsoft Outlook, click the New **Text** button. The New Text Message tab appears.

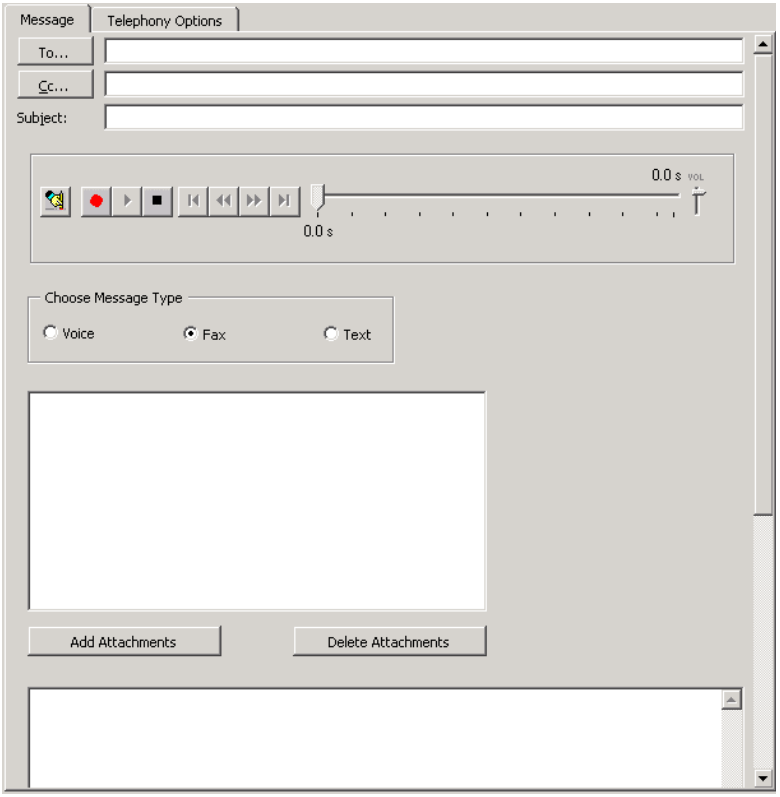


2. In the **To** field, enter the e-mail address that you are sending the message to.
3. In the **Cc** field, enter the e-mail address that you are carbon copying the message to. (If applicable).
4. In the **Subject** field, enter the subject for the message.
5. Under **Choose Message Type**, ensure that **Text** is selected.
6. In the text field at the bottom of the screen, enter your message.
7. Click **Send**. The composed message is sent.

Note: If you delete a message, the message must be purged in order for it to be removed on the voice mail server. Purging deleted messages in any supported Client application will update the message count status on the voice mail server.

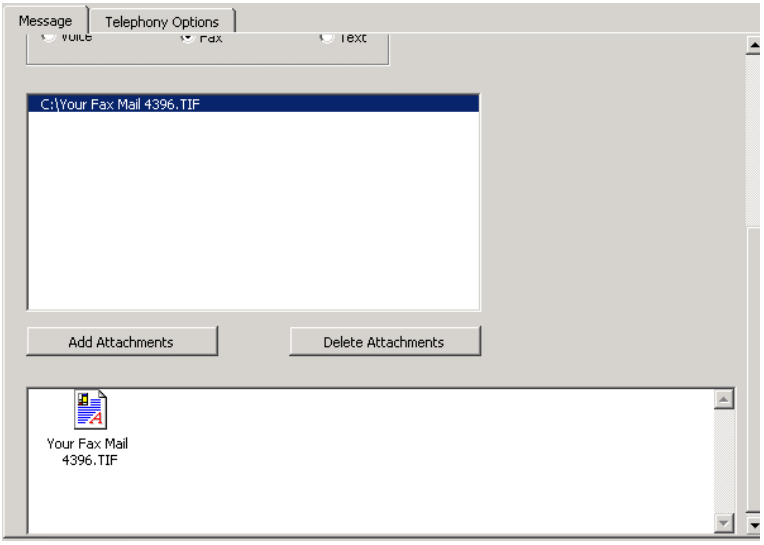
To compose a fax message:

1. In Microsoft Outlook, click the **New Fax** button. The New Fax Message tab appears.



2. In the **To** field, enter the e-mail address that you are sending the message to.
3. In the **Cc** field, enter the e-mail address that you are carbon copying the message to. (If applicable).
4. In the **Subject** field, enter the subject for the message.
5. Under **Choose Message Type**, ensure that **Fax** is selected.
6. Click **Add Attachments**. The Open dialog appears.

7. Select the fax to attach to the message. The selected file appears in the field.



8. In the text field at the bottom of the screen, enter any text that you want included with the message.
9. Click **Send**. The composed message is sent.

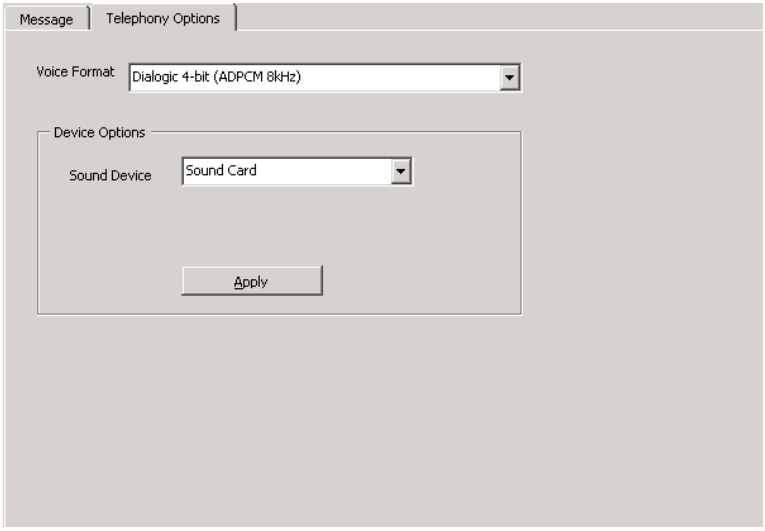
Telephony Options Tab

The Telephony Options tab allows you to configure the voice format and device options. Correctly configuring these options will allow you to listen to voice messages that are received.

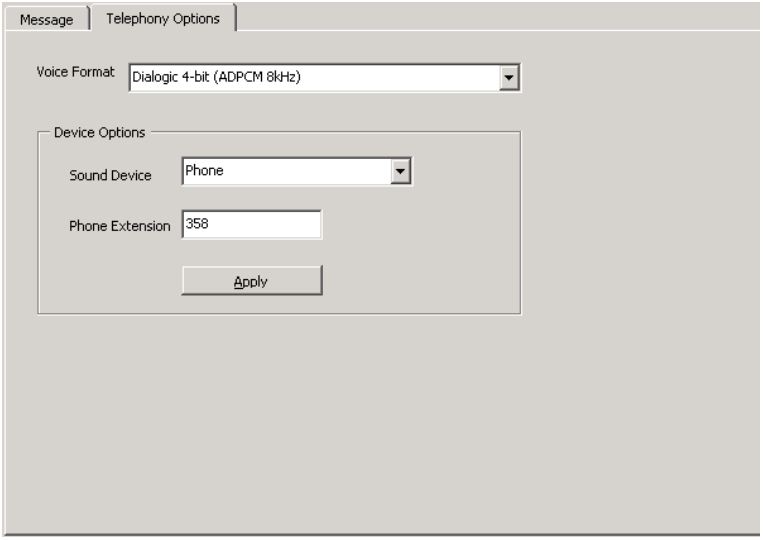
Note: Standard users do not have access to the Telephony Options function. For an explanation of the different user types, refer to the *About This Guide* section in this document.

◆ To set telephony options:

1. In Microsoft Outlook, click the **New Voice** button. The New Voice Message tab appears.
2. Click the **Telephony Options** tab. The Telephony Options tab appears.



3. In the **Voice Format** drop-down list, select the voice file format to use for playback.
4. In the **Sound Device** drop-down list, select **Sound Card** to listen to voice messages through the sound card on your desktop and click **Apply**. Or, select **Phone** to listen to voice messages through your telephone. If **Phone** is selected, the **Phone Extension** field appears.



5. Enter your phone extension and click **Apply**. Once this is selected, when a voice message is received and opened in Outlook, the system will call your telephone extension and the voice message will be played on your telephone.
6. Telephony Options are now configured.

Note: Voice messages recorded through a microphone on a desktop cannot be played through the Phone **sound device. It can only be played through the** Sound Card **sound device.**

Setting Present Status in Outlook

UM Client Manger provides you with the ability to inform callers when you are not available to answer the phone. For example, if you are on holiday, you can instruct the system to inform a caller that you are away and the date when you will be back in the office.

Note: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

◆ To set present status in Outlook:

1. In the UM Client Manager Status Toolbar (Outlook), click the Present Status drop-down list and select a status.

Status	Function
In Office	Rings your Active extension.
Busy	Goes to voice mail and plays your busy greeting.
Meeting	Goes to voice mail and plays your meeting greeting.
Do Not Disturb	Goes to voice mail and plays your do not disturb greeting.
Lunch	Goes to voice mail and plays your lunch greeting.
Gone Home	Goes to voice mail and plays the gone home greeting.
Away on Business	Goes to voice mail and plays the away on business greeting.
Vacation	Goes to voice mail and plays your vacation greeting.
No Answer	Rings your active extension.

2. Your Present Status is set.

Using LanTalk in Outlook

LanTalk is the instant messaging module that allows you to chat with other users over the IP. You can reach anyone who is logged into the same IP as the one that you are using. Integrated into Outlook, LanTalk is much more convenient for you to use to communicate with individuals logged into your network.

Note: This feature is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

◆ To use LanTalk in Outlook:

1. In the UM Client Manager Status Toolbar (Outlook), click **LanTalk** and select **Launch**, **Broadcast**, or **Directory**.
   - To Launch a message, refer to To send a message (to a single user): on page 40
   - To Broadcast a message, refer to To create a broadcast message: on page 44
   - To use the Directory, refer to below.
2. Click **Directory**. The LanTalk Directory (Select Destination) dialog appears.
3. Highlight a user and click **OK**. The LanTalk dialog displays the user's information.
4. From the **Send Text** drop- list, enter the message that you want to send.

Note: You can also select a previous message that you sent.

5. Click **Send** to send the message.
6. Click **Clear** to clear the current conversation off of your IM screen.

CHAPTER 2 *Web Client*

In This Chapter . . .

Overview on page 68

Starting Web Client on page 68

Web Client Functions on page 72

Using the Inbox on page 73

Maintaining Folders on page 91

Maintaining the User Settings on page 96

Maintaining Message Options on page 105

Maintaining Call Options on page 111

Maintaining Addresses on page 114

Maintaining a Distribution List on page 126

Maintaining Notifications on page 129

Maintaining Wakeup Calls on page 138

Maintaining Greetings on page 140

Using the Collaborate Feature on page 145

Overview

Web Client is a web-based interface that provides you with access to your 6510 UM account and features over the Internet. You can check your e-mails, phone messages, and faxes from anywhere in the world.

Note: This application is only available to Advanced or Unified users. For an explanation of the different user types, refer to the *About This Guide* section in this document.

Starting Web Client

Running Grant Permissions

Executing Grant Permissions allows each new user to utilise all available functions in the Web Client (such as recording voice messages).

Make sure that you first run the Grant Permissions from the Web Client screen before logging in to the Web Client.

Note: You may have already enabled Grant Permissions during the installation of the client applications. Skip this procedure if you have already enabled this function.

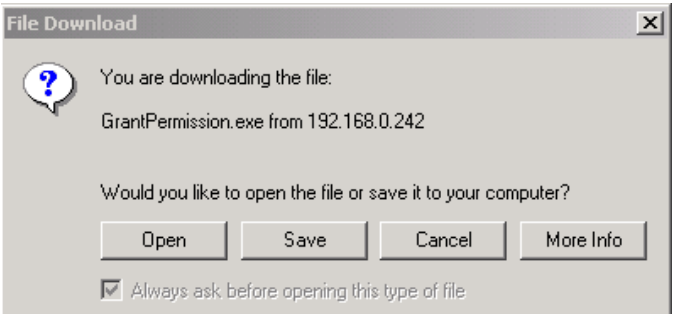
- **To run Grant Permissions:**

1. Open your browser (using Microsoft Explorer 6.0 or greater or Netscape Navigator 6.2 or greater). The Web Client screen appears.
2. In the **Address** field, enter the IP address of the 6510 UM server, and then click **Go**.

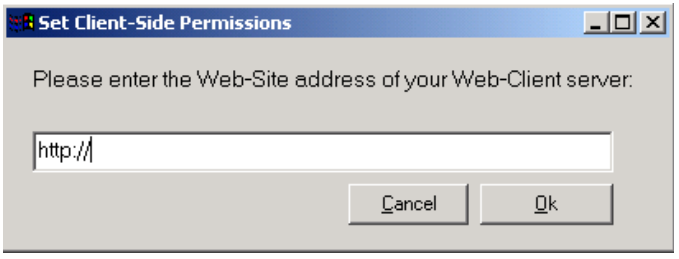
Note: If you do not know the IP address, contact your Network Administrator.

3. Click **Web Client**. The Web Client dialog appears.
4. In the Getting Started drop-down list, select **Grant Permission**.

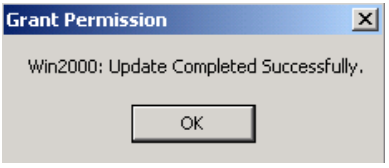
5. Click **Go**. The File Download dialog appears.


File Download
You are downloading the file:
GrantPermission.exe from 192.168.0.242
Would you like to open the file or save it to your computer?
Open
Save
Cancel
More Info
Always ask before opening this type of file

6. Click **Open**. The Grant Permissions Installation begins, and the Set Client-Side Permissions dialog appears.



7. In the http:// field, enter the IP address of your web server, and then click **OK**. The Grant Permission dialog appears.



8. Click **OK**. Grant Permissions is now complete. You can proceed to logging in and using the Web Client.

Connecting to the Web Client

In order to access your 6510 UM account over the Internet, you must first start the Web Client.

Note: Before using this application, make sure that SSL has been enabled on the Web Client. Check with your System Administrator if you are not sure if this has been done.

◆ To connect to the Web Client:

1. Open your browser (using Microsoft Explorer 6.0 or greater or Netscape Navigator 6.2 or greater). The Web Client screen appears.
2. In the **Address** field, enter the IP address of the UM server followed by */um* and click **Go**.

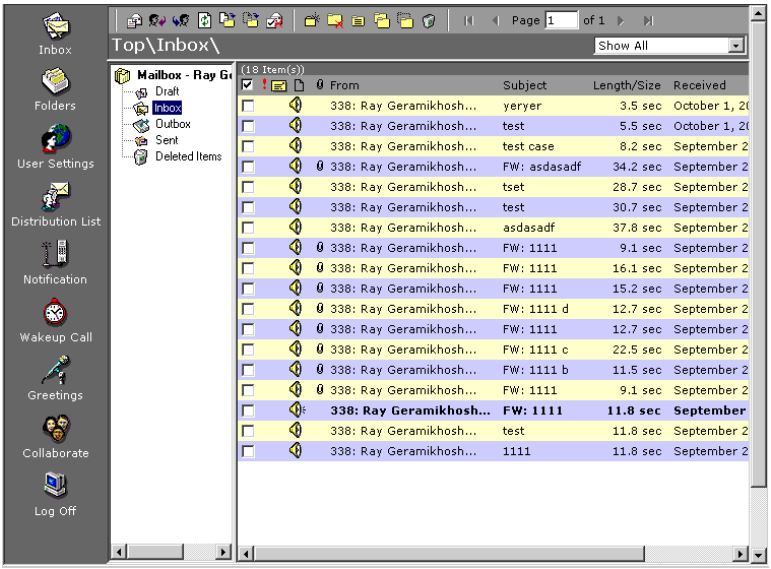
Note: If you do not know the proper IP address, contact your Network Administrator.

3. Click **Web Client**. The Web Client dialog appears.
4. Select a language interface from the selection on the left hand side.

Note: The default is English.

5. In the **Mailbox** field, enter your mailbox number.
6. From the **Company** drop down list, select a company (if there are multiple companies in the UM system).
7. In the **Password** field, enter your password and click **Login**. The Top\Inbox\ screen appears.

Note: If you are accessing the Web Client from your computer where the UM Client Manager is installed, then you may right-click on the Client Manager icon and select My UM Inbox to launch your Web Client mailbox.



Logging Off

After finishing the Web Client session, you must log off.

- **To log off:**

1. Click **Log Off**. A message appears prompting you to confirm log off action.
2. Click **OK**. The Web Client screen appears.

Web Client Functions

Using the Scroll Buttons

Scroll buttons allow you to scroll through the display of messages.

Button	Name	Function
	First Record	Scrolls to the first record
	Previous Record	Scrolls to the previous record
	Next Record	Scrolls to the next record
	Last Record	Scrolls to the last record

Note: Scroll buttons appear in both the Inbox and Folders applications.

Using the Main Toolbar Functions

The left hand side of the screen displays the main toolbar functions.

Toolbar Function	Name	Purpose
	Inbox	Displays all of your messages
	Folders	Displays your folders
	User Settings	Configure your user properties
	Distribution List	Create and edit your distribution lists

	Notification	Sets up and configures notification properties on new messages
	Wakeup Call	Setup and configure a wakeup call
	Greetings	Record and edit greetings
	Collaboration	Initiates the defined collaboration service
	Log Off	Log off of Web Client

Using the Inbox

The Inbox displays all of the voicemails, faxes, and e-mails that have been sent to your mailbox.

Note: If you are a first-time Web Client user with IMAP TSE Gateway access, a significant amount of time is required for your existing messages (if there is a large amount) to be propagated to your Web Client inbox.

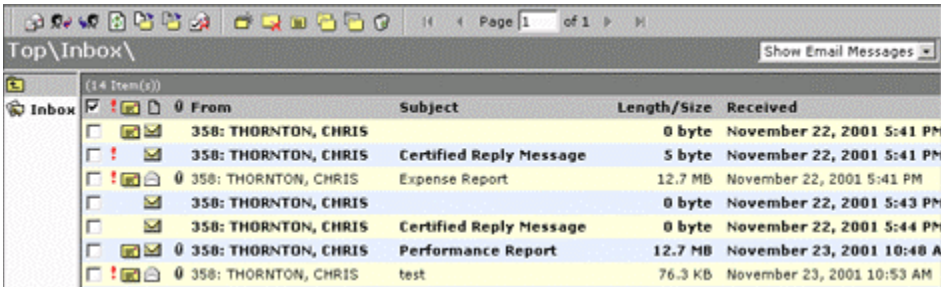
Message Icons

There are seven message icons used to represent information about each message in the Inbox.

Icon	Name	Function
	Voice	Indicates a voice message that you have not listened to
	Voice	Indicates a voice message that you have listened to
	E-mail	Indicates an e-mail that you have not read
	E-mail	Indicates an e-mail that you have read
	Fax	Indicates a fax message
	Importance	Indicates the importance of the message
	Private / Certified	Indicates that the message cannot be forwarded to another user. The icon also indicates that you will receive a message in your Inbox when the recipient has listened to your voice message.

Displaying Messages by Type

You can display the messages in any folder either by type or all messages together. The default is Show All.



Using the Toolbar Buttons

There are nine buttons that allow you to perform various tasks within the Inbox.

Button	Name	Function
	Compose new message	Compose a new voice message, e-mail, or fax
	Reply	Reply to the message
	Forward	Forward the message to another user.
	Refresh	Refresh the display
	Copy marked items	Copy a marked item
	Move marked items	Move a marked item
	Delete marked items	Delete a marked item
	Add	Add a recipient
	Remove	Remove a recipient

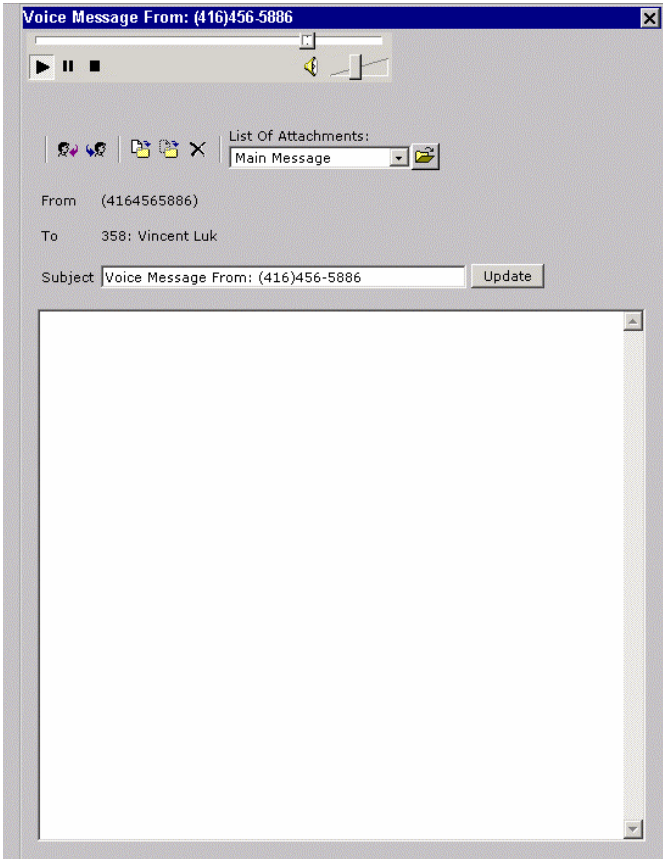
Playing a Voice Message

Using Web Client, you can play back any voice mail message that has been sent to your mailbox. If there are any attachments to the voice message, Web Client will download the files to your PC.

Note: The Java Plug-In and Grant Permissions must have been installed on the computer you are using in order to be able to play and record voice mail messages.

◆ To play a voice message:

1. In your **Inbox**, click the icon beside the voice message that you want to hear. The Voice Message From dialog appears.



The Windows Sound Player becomes active and plays the message automatically.

2. From the **List of Attachments** drop down list, select an attachment, then click **Open**. The Save As dialog appears.
3. Select a directory to save the file to, then click **Save**. When the download is complete, click **Close**.
4. To return to the Inbox, close the window.

Correcting a Voice Message Play Error

Due to a known sound card driver problem specific to certain sound cards, the applet may crash if the Playback Speed bar is dragged when playing a message in Web Client. If this error occurs, the error can be corrected.

◆ To correct a voice message play error:

1. In your Windows Desktop, click **Start**>**Settings**>**Control Panel**. The Control Panel window appears.
2. Double-click the **Sounds and Multimedia** icon. The Sounds and Multimedia Properties dialog appears.
3. Click the **Audio** tab and under the **Sound Playback** box, click the **Advanced** button. The Advanced Audio Properties dialog appears.
4. Click the **Performance** tab. The Performance tab appears.
5. In the **Hardware Acceleration** section, drag the bar to **None** and click **OK**. The Sounds and Multimedia Properties dialog appears.
6. Under the **Sound Recording** box, click the **Advanced** button. The Advanced Audio Properties dialog appears.
7. Repeat step 5 above and click **OK**.
8. Close all browser windows and restart Web Client.

Viewing a Fax

If you have Fax Client installed on your PC, you can view any fax that has been sent to your mailbox.

◆ To view a fax:

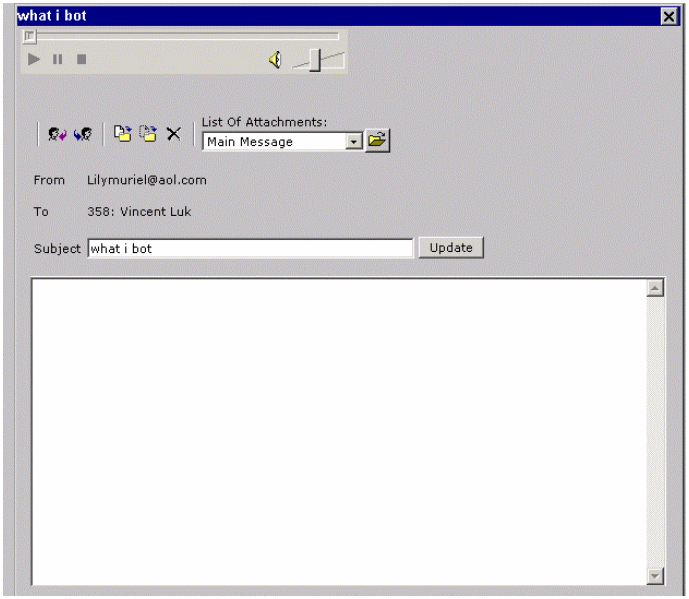
1. In your **Inbox**, click the **Fax** icon. The fax message appears.
2. Select the fax from the **List of Attachments** drop-down list if the fax is an attachment in the message. The fax message appears.

Reading an E-mail

Web Client gives you the ability to read your e-mails either in the office or from any where in the world.

◆ To read an e-mail:

1. In your **Inbox**, click the **E-mail** icon. The following dialog appears.



2. From the **List of Attachments** drop down list, select an attachment, and click **Open**. The Save As dialog appears.
3. Select a directory to save the file to, then click **Save**. When the download is complete, click **Close**.
4. To return to the Inbox, close the window.

Refreshing the Display

Web Client refreshes the display automatically so that the most recent messages always appear in your Inbox. However, you can also refresh the display manually by clicking **Refresh**.

Composing a Message

Web Client gives you the ability to compose one of three types of messages: Voice, Text, or Fax. The message can then be sent to the following types of users:

- UM
- VPIM
- AMIS
- E-mail

In addition, you can also send the mail to a Distribution list

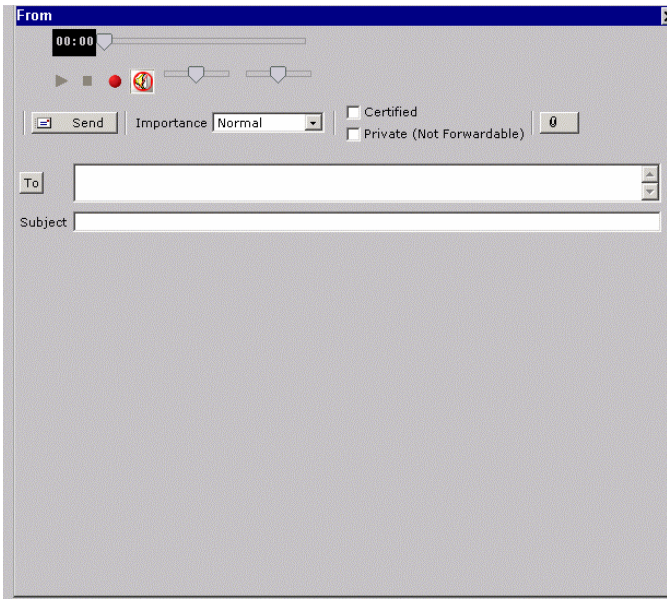
Creating a Voice Message

If you have a microphone attached to your PC, you can use Web Client to send a voice message.

◆ To create a voice message:

1. In your **Inbox**, click **New** in the toolbar.

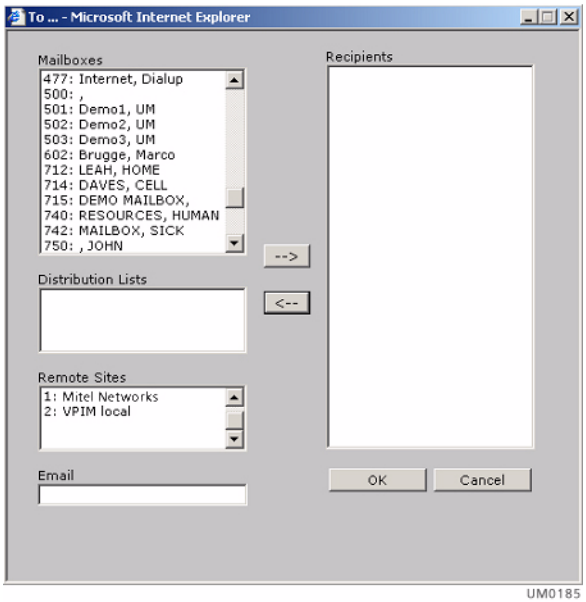
2. Select **Voice** and click **OK.** The voice dialog appears.



3. From the **Importance** drop down list, select **Normal** or **High (Urgent)** to specify the importance of the voice message.
4. Select **Certified** if you want to receive a message that the recipient has listened to your voice message.

5. Select **Private (Not Forwardable)** to prevent the receiver from forwarding the voice mail message to another user.
6. Click **Attachments** if you want to attach a file to the voice message.
7. Click **To** to specify the recipients. The To dialog appears.

Note: You can also enter the recipient's extension.



8. Highlight a recipient, then click the **Add** arrow. When you have finished adding all of the recipients, click **OK**. The From dialog appears.
9. In the **Subject** field, enter the subject of the voice message.
10. Click **Record** to record the voice message. Click **Stop** when you have finished recording. Click **Play** to review the voice message.
11. Click **Send**.

Web Client keeps a copy of your voice message in the Sent folder.

Creating a Text Message

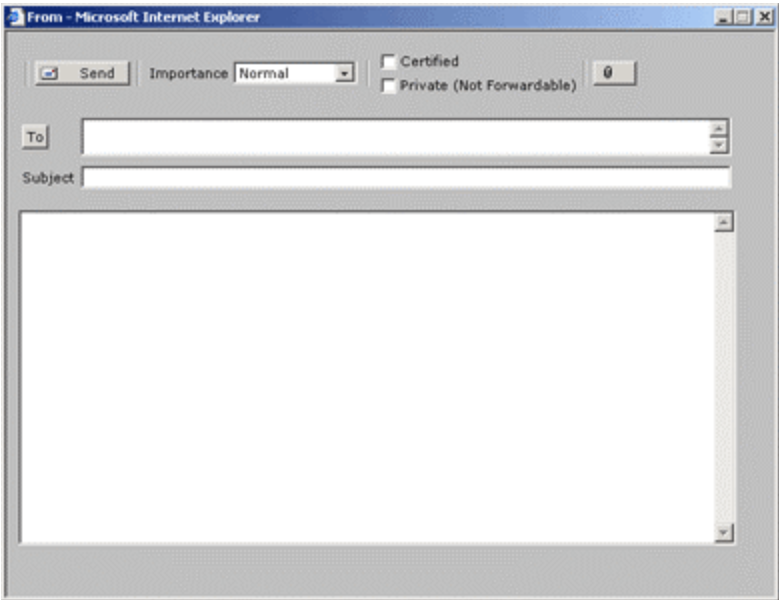
You can use Web Client to create a text message.

Note: There is no limit to the length of the text message.

◆ To create a text message:

1. In your **Inbox**, click **New** in the toolbar.

2. Select **Text**, then click **OK**. The text dialog appears.



3. From the **Importance** drop down list, select **Normal** or **High (Urgent)** to specify the importance of the text message.
4. Select **Certified** if you want to receive a message in your Inbox that the recipient has read your text message.
5. Select **Private (Not Forwardable)** to prevent the receiver from forwarding the text mail message to another user.
6. Click **Attachments** if you want to attach a file to the text message.
7. Click **To** to specify the recipients. The To dialog appears.
8. Highlight a recipient and click the **Add** arrow. When you have finished adding all of the recipients, click **OK**.
9. Enter the text message and click **Send**.

Web Client keeps a copy of your voice message in the Sent folder.

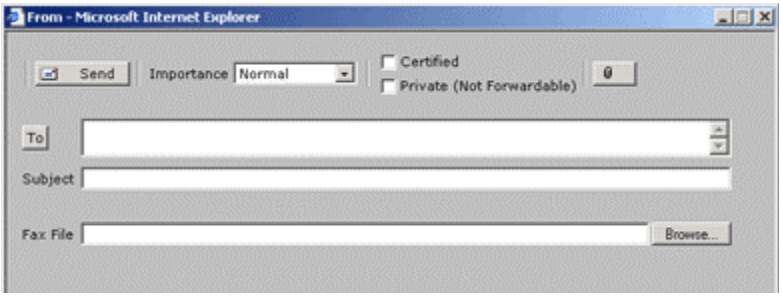
Creating a Fax Message

You can create fax messages to send to your contacts.

◆ **To create a fax message:**

1. In your **Inbox**, click **New** in the toolbar.

2. Select **Fax** and click **OK**. The fax dialog appears.



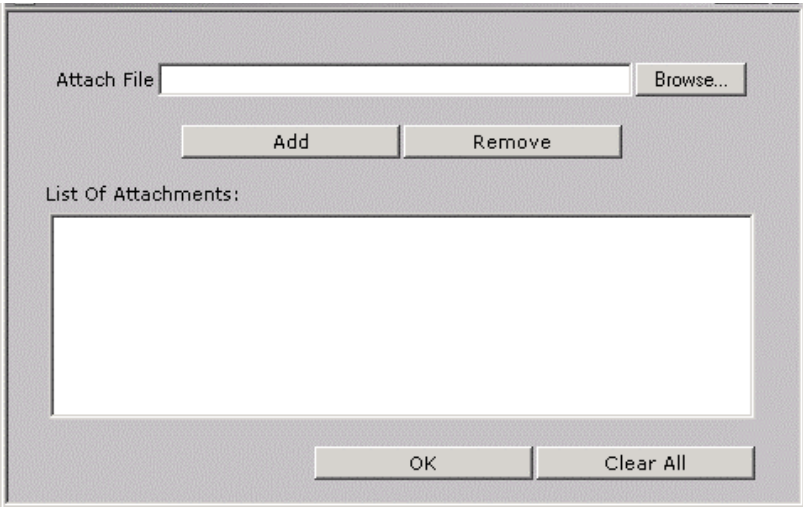
3. From the **Importance** drop down list, select **Normal** or **High (Urgent)** to indicate the importance of the message.
4. Select **Certified** if you want to receive a message in your Inbox that the recipient has read your message.
5. Select **Private (Not Forwardable)** to prevent the receiver from forwarding the message to another user.
6. Click **Attachments** if you want to attach a file to the message.
7. Click **To** to attach recipients to the fax. The To dialog appears.
8. Highlight a recipient and click the **Add** arrow. When you have finished adding all of the recipients, click **OK**. The From dialog appears.
9. In the **Subject** field, enter the subject of the fax.
10. In the **Fax File** field, enter the file you want to send and click **Send**.
11. Web Client keeps a copy of your voice message in the Sent folder.

Adding an Attachment to a Message

Web Client allows you to add one or more attachments to your voice, text, or fax message.

◆ To add an attachment:

1. While composing any type of message in the From dialog, click **Attachments** . The Attachments dialog appears.



2. In the **Attach File** field, enter the directory and name of the file and click **Add**.

Note: Click Browse to navigate to a directory.

3. Highlight the file, then click **Remove** to remove the file.
4. Click **Clear All** to remove all of the attached files.
5. Repeat step 2 to add another file, or click **OK** to return to the From dialog.

Replying to a Message

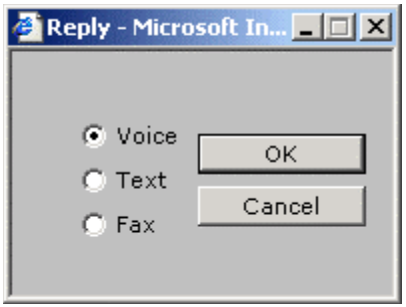
After you have read a message, you can reply to the sender with a comment using Voice, Text, or Fax. You can also forward a copy of the message to another user and include your comments.

◆ To reply to a message:

1. To reply to a message from the Inbox, select the check box beside it and click **Reply**.

Note: You can only reply to one message at a time.

2. If you are reading the e-mail, listening to a voice message, or viewing a fax, click **Reply**. The Reply dialog appears.



3. Select the method that you want to use to reply to the message and click **OK**. Depending on the reply method you selected, the appropriate dialog appears.
4. Complete the dialog and click **Send**. Web Client puts a copy of the message to each user in your Sent folder.

Forwarding a Message

You can forward a message either from the Inbox or while you are reading it.

◆ To forward a message:

1. Select the check box beside the message that you want to forward, then click **Forward**.

Note: You can only forward one message at a time.

2. If you are reading the e-mail, listening to a voice message, or viewing a fax, click **Forward**. The Forward dialog appears.
3. Select **Add Comment** if you want to add a comment and click **OK**. The Voice, Text, and Fax options become active.
4. Select the method that you want to use to reply to the message and click **OK**. Depending on the reply method you selected, the appropriate dialog appears.
5. Complete the dialog and click **Forward**. Web Client puts a copy of the forwarded message to each user in your Sent folder.

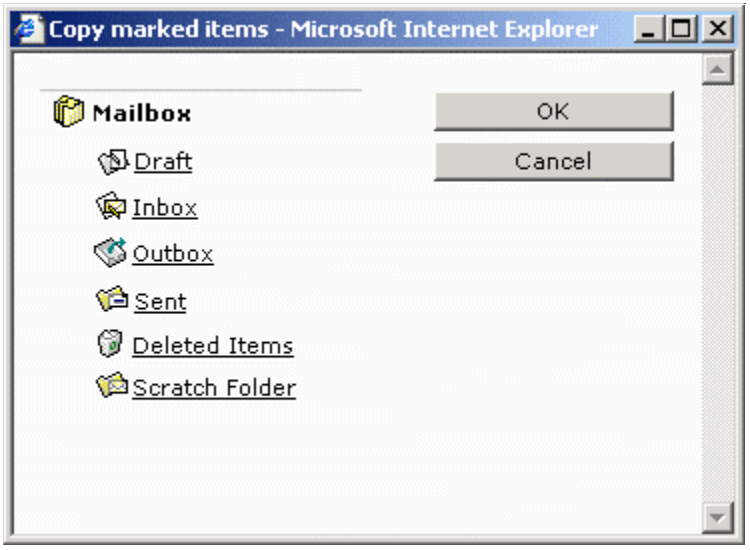
Copying a Message

Web Client allows you to copy one or more messages and store them in another folder. This is useful if you would like to have copies of your messages stored in more than one folder.

You can copy messages either from the Inbox (if you want to copy more than one), or after you have read it.

◆ To copy one or more messages:

1. Select the folder containing the messages that you want to copy.
2. Beside each message, select its check box, then click **Copy marked items**. If you are reading the message, click **Copy to another folder**. The Copy marked items dialog appears.



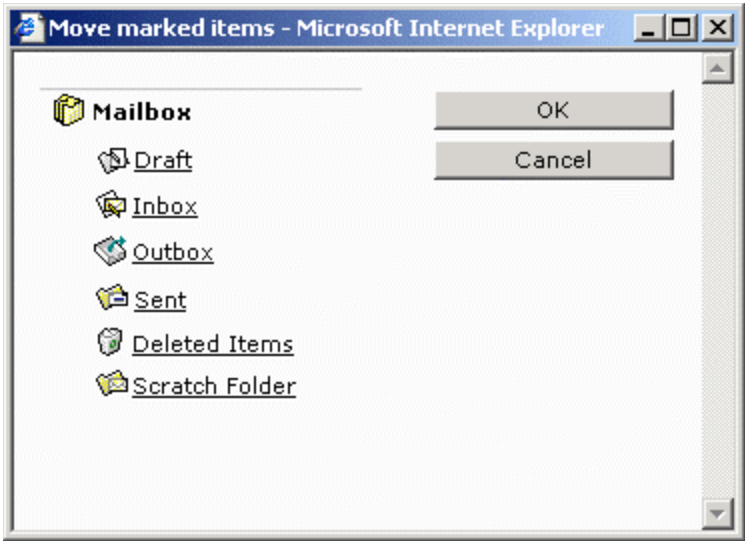
3. Select the folder to copy the messages to, then click **OK**. The folder that you copied the messages to appears on the desktop. The folder that you copied the messages from still contains the original messages that you copied.

Moving a Message

Web Client allows you to move one or more messages from one folder to another. This is useful if you want to sort your messages by sender or subject.

◆ To move one or more messages:

1. Select the folder containing the messages that you want to move.
2. Beside each message, select its check box, then click **Move marked items**. If you are reading the message, click **Move to another folder**. The Copy marked items dialog appears.



3. Select the folder to move the messages to, then click **OK**. The folder that you moved the messages to appears on the desktop

Deleting a Message

Once you have read a message, you can delete it from its folder.

- **To delete one or more message:**

1. Select the folder containing the messages that you want to delete.
2. Beside each message, select its check box, then click **Delete marked items**. If you are reading the message, click **Delete**.

Web Client removes the messages from the folder and puts them into the Deleted Items folder.

Maintaining Folders

You can create an unlimited number of folders to help organize your voice messages, e-mails, and faxes.

Using the Toolbar Buttons

There are six buttons that allow you to perform various tasks within the Folders application.

Button	Name	Function
	Create a new folder	Creates a new folder
	Delete the current folder	Deletes the current folder
	Rename the current folder	Renames the current folder
	Copy the current folder	Copies the current folder
	Move the current folder	Moves the current folder
	Empty Deleted Folder	Removes the contents of the Deleted folder

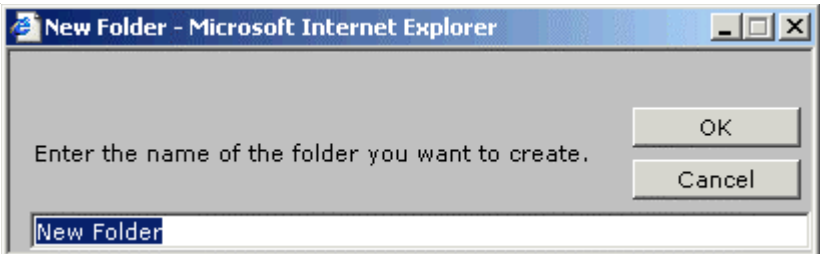
Creating a New Folder

You can create a new folder to be at the same level as the default folders or to be a sub-folder.

Note: If you want the new folder to be a sub-folder, select the parent folder first.

◆ **To create a new folder:**

1. Click **Create a new folder**. The New Folder dialog appears.



2. Enter the name of the new folder, then click **OK**. Web Client displays the folders in alphabetical order.

Deleting a Folder

You can delete any folder that you have created, with the exception of the five default folders.

Caution: Deleting a folder deletes the contents of that folder, including all sub-folders.

◆ To delete a folder:

1. Click on the folder that you want to delete.
2. Click **Delete the current folder**. A message appears, prompting you to confirm deletion.
3. Click **OK**. Web Client removes the directory from the display.

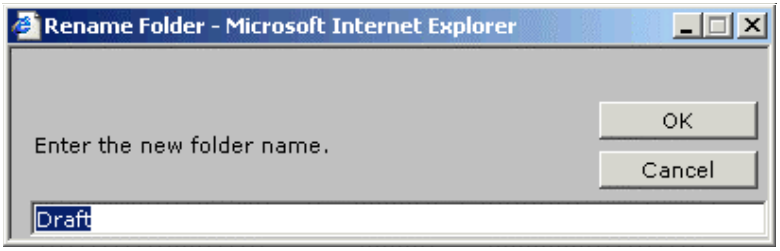
Renaming a Folder

You can rename any of existing folders.

Note: You cannot rename any of the default folders.

◆ To rename a folder:

1. Click on the folder that you want to rename.
2. Click **Rename the current folder**. The Rename Folder dialog appears.



3. Enter the new name of the folder, then click **OK**. Web Client displays the new name of the folder.

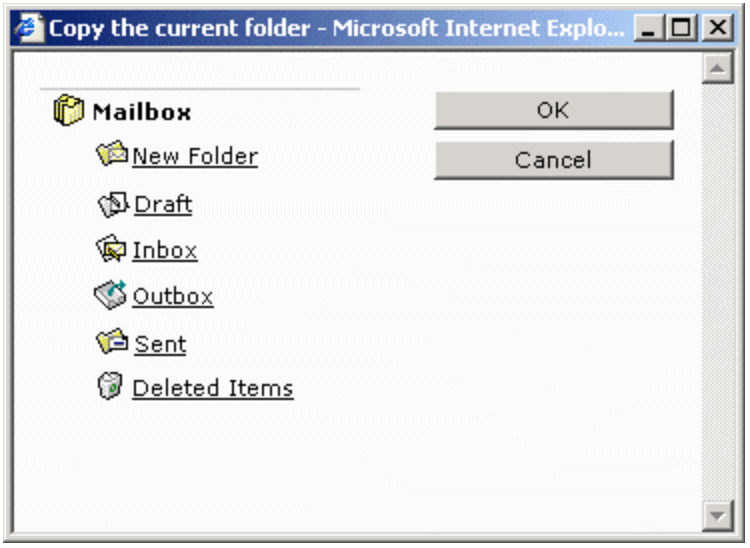
Copying a Folder

You can copy an existing folder to another folder. For example, you could have two folders both named "Budgets." One budget folder could be in the "This Year" folder, while the other budget folder could be in the "Next Year" folder.

Note: You cannot copy any of the folders that come installed with Web Client.

◆ To copy a folder:

1. Click **Folders**, then select a folder.
2. Click the **Copy the current folder** icon. The Copy the Current Folder dialog appears.



3. Select a folder to copy the folder to, then click **OK**. The folder is copied to the indicated folder.

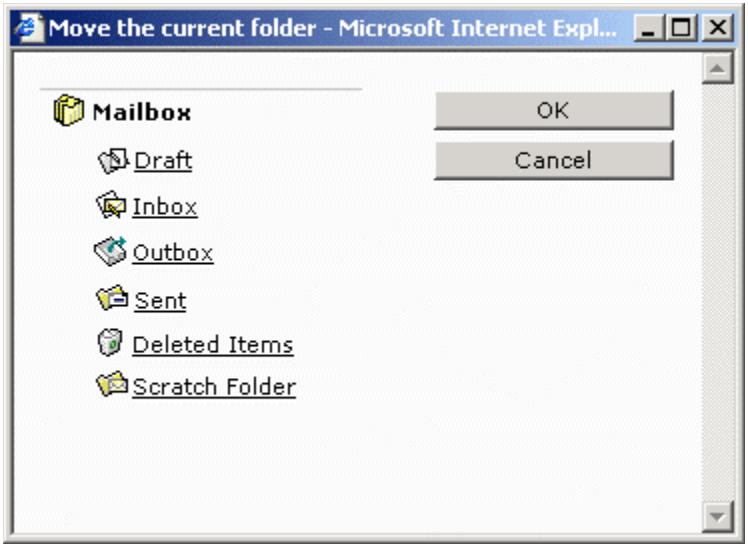
Moving a Folder

You can move folders to other folders and directories.

Note: You cannot move the five default folders.

◆ To move a folder:

1. Select a folder.
2. Click **Move the current folder**. The Move the current folder dialog appears.



3. Select where you want to move the folder and click **OK**. Web Client displays the folder directory tree with the selected folder moved into the new position.

Recovering Deleted Messages

Each time you delete a voice message, e-mail, or fax message, Web Client stores the message in the Deleted Items folder. This allows you to recover deleted messages if you change your mind about deleting one or more messages, you can move them from the Deleted Items folder to another folder.

◆ To recover a deleted message:

1. Click **Folders**, then **Deleted Items**. The Deleted Items dialog appears.
2. Select the check box beside each message that you want to keep, then click **Move marked items**. The Move marked items dialog appears.
3. Select the folder to store the recovered messages and click **OK**. Web Client moves the deleted messages into the selected folder.

Emptying the Deleted Items Folder

Emptying the Deleted Items folder removes all of the deleted messages and folders from Web Client permanently.

Caution: Once you empty the Deleted Items folder, you cannot recover the deleted messages.

◆ To empty the Deleted Items folder:

1. Click **Inbox** or **Folders**.
2. Click **Empty Deleted Folder**. A message appears, prompting you to confirm deletion.
3. Click **OK**. The system deletes all items stored in the Deleted Items folder.

Maintaining the User Settings

The User Settings function allows you to maintain your mailbox on Web Client. You can specify a number of settings including:

- General Options
- Message Options
- Call Options
- Addresses

Using the Toolbar Buttons

There are 12 buttons that allow you to perform various tasks within the User Settings application.

Button	Name	Function
	Save	Saves the mailbox
	Refresh	Refreshes the display
	Schedule (Status)	Create a status schedule
	Schedule (Phone Addresses)	Create a Phone Addresses Schedule
	Schedule (E-mail Address)	Create a E-mail address schedule
	Schedule (Fax Number)	Create a Fax Number schedule
	Add	Add a phone address
	Remove	Remove a phone address
	Edit	Edit a phone address
	Delete all	Delete all mailboxes
	Add Item	Adds item
	Delete item	Deletes item

Specifying General Options

The General options screen allows you to specify:

- your presence status
- your passwords
- collaboration services

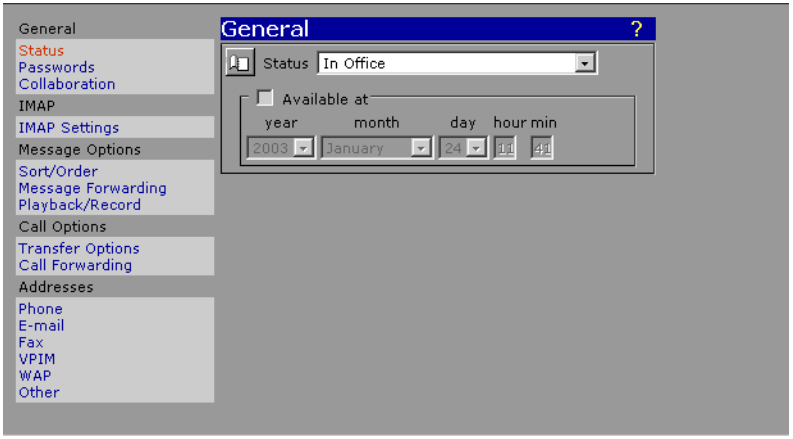
Specifying your Presence Status

Web Client provides you with the ability to inform callers when you are not available to come to the phone. For example, if you are on holidays, you can instruct the system to inform a caller that you are away and the date when you will be back in the office.

Note: The Web Client setting overrides the setting that you specified in the UM Client Manager.

◆ To specify your presence status:

1. Click **User Settings**. The User Settings screen appears.
2. Click **Status**. The Status screen appears.



3. From the **Status** drop-down list, select your current status. An appropriate greeting will play for each status.

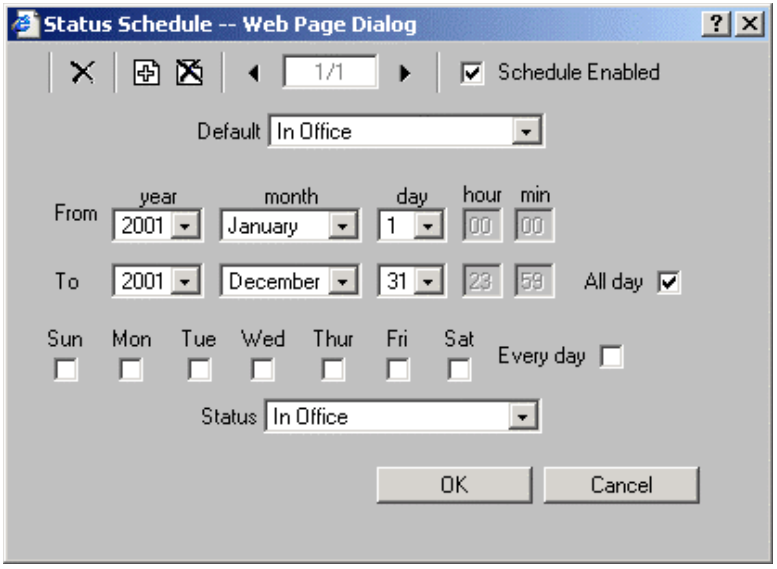
4. Select **Available at** if you want to specify a time when you will be available. In the **year**, **month**, **day**, **hour**, and **min** fields, enter the date and time when the selected status takes affect.
5. Click **Save**.

Creating a Status Schedule

Web Client provides you with the capability to create a schedule specifying when a particular status greeting is played. For example, you can specify that the "In Office" greeting plays Monday to Friday, between 9 am and 5 pm.

◆ To create a status schedule:

1. Click **Schedule**. The Status Schedule dialog appears.



Note: Web Client automatically activates the schedule.

2. From the **Default** drop down list, select the default status greeting that will run if the schedule expires.
3. From the **From - year**, **month**, and **day** drop down list, select the year, month, and day when you want the voice menu to start playing.

4. From the **To - year**, **month**, and **day** drop down list, select the year, month, and day when you want the voice menu to end playing.

Note: Select All Day if you want the voice menu to play all day.

5. Enter the **From** and **To** hours, in military format. For example, if your company wants the voice menu to play from 9:00 AM to 5:00 PM, set the hours as **From 09:00** and **To 17:00**. If no time is entered, the system will assume all hours.

Note: A value of From 13:00 to blank indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Other than a Blank value, the From field cannot be greater than the To field.

6. Select the days of the week on which the greeting is to play.

Note: If you want the message to run every day, select Every day.

7. From the **Status** drop down list, select the greeting that will run.
8. Click **OK**.

Editing a Status Schedule

The status schedule that you create can be edited at any time.

◆ To edit a status schedule:

1. Click **Schedule**. The Status Schedule dialog appears.
2. Click the scroll bars to display the status schedule that you want to edit.
3. Make the necessary changes, then click **OK**.
4. Repeat steps 2 and 3 to edit another status schedule, or click **OK** to return to the General dialog.

Deleting a Status Schedule

The status schedule that you create can be deleted any time.

◆ To delete a status schedule:

1. Click **Schedule**. The Status Schedule dialog appears.
2. Click the scroll bars to display the status schedule that you want to delete and click **Delete Item**. A message appears, prompting you to confirm deletion.

Note: Click Delete All to delete all of the Status Schedules.

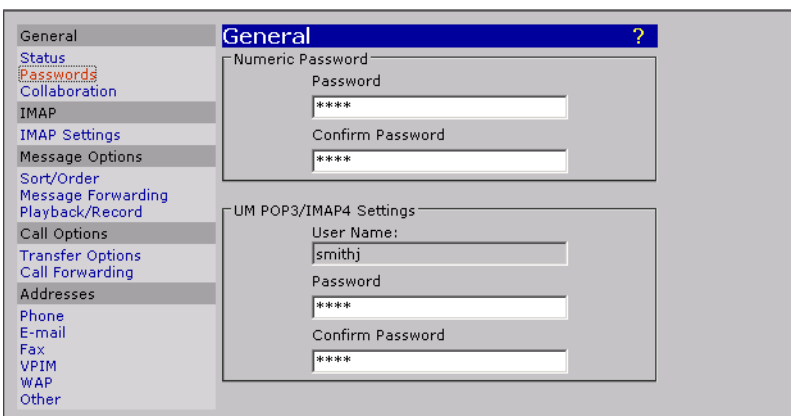
3. Click **OK**.
4. Repeat steps 2 and 3 to delete another status schedule, or click **OK** to return to the General dialog.

Specifying a Password

When you login to the Web Client, the system prompts you for a password.

◆ To specify a password:

1. Click **User Settings**. The User Settings screen appears.
2. Click **Passwords**. The Password screen appears.



3. In the Numeric Password section enter a password in the **Password** field.
4. Enter the password again in the **Confirm Password** field and then click **Save**.

Specifying a POP3 / IMAP4 Password

POP3 is a **protocol** used by Web Client to retrieve your messages from the server. If your system is not using POP3, it will use IMAP4. If your system is using either POP3 or IMAP4, you must specify a password for authentication.

◆ **To specify a password for POP3 or IMAP4:**

1. In the Password screen, under the POP3/IMAP Settings section, enter a user name in the **User Name** field.

Note: The IMAP user name is the e-mail account user name that is set on the Exchange server (in the Active Directory). See your System Administrator if you do not know your IMAP user name.

2. In the **Password** field, enter a password for the user name.
3. In the **Confirm Password** field, enter the password again.
4. Click **Save**.

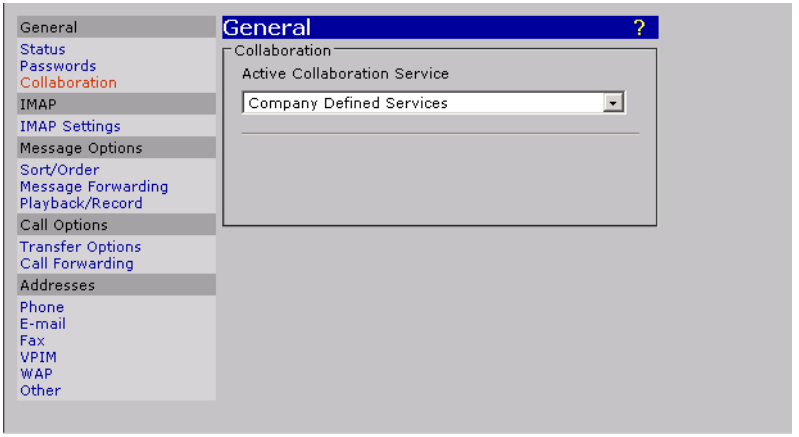
Specifying Collaboration

The Collaboration feature allows you to link to your desired Collaboration or Meeting services. You can either specify a Company defined service, or a User defined service. By default, the system is set to a Company defined service and the WebEx website. You can choose to identity an alternate service by selecting the User defined feature, and entering the corresponding personal collaboration url.

◆ **To specify the collaboration service:**

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Collaboration**. The Collaboration screen appears.

Note: By default, the system is already set to use the Company defined service (WebEx).



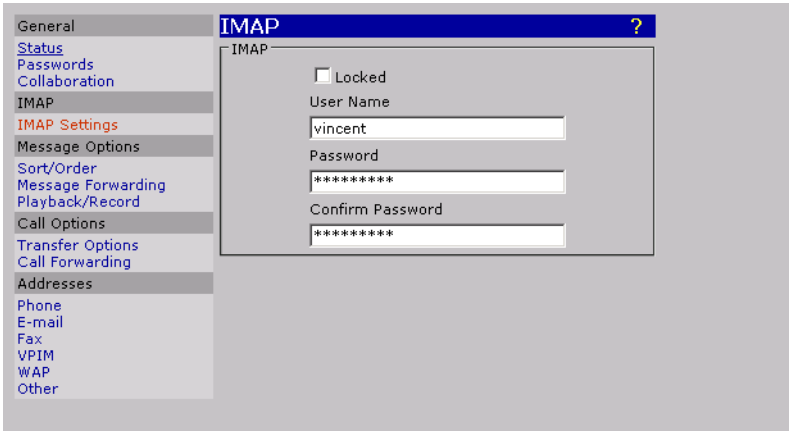
3. In the **Active Collaboration Service** drop-down list, select User Defined Services. The User Defined Services field appears.
4. In the **User Defined Services** field, enter the URL for the service that you want to use.
5. Click **Save**.

Specifying IMAP Settings

IMAP settings allow you to enable IMAP synchronization and unlock your user account.

◆ To set IMAP settings:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **IMAP Settings**. The IMAP Settings screen appears.



3. If the **Locked** checkbox is selected, it means that the system does not currently accept the IMAP user login information. Deselect the checkbox to unlock the account.
4. In the **User Name** field, enter the IMAP user name.
5. In the **Password** field, enter the IMAP user's password.
6. In the **Confirm Password** field, re-enter the IMAP user's password for verification.
7. Click **Save**.

Maintaining Message Options

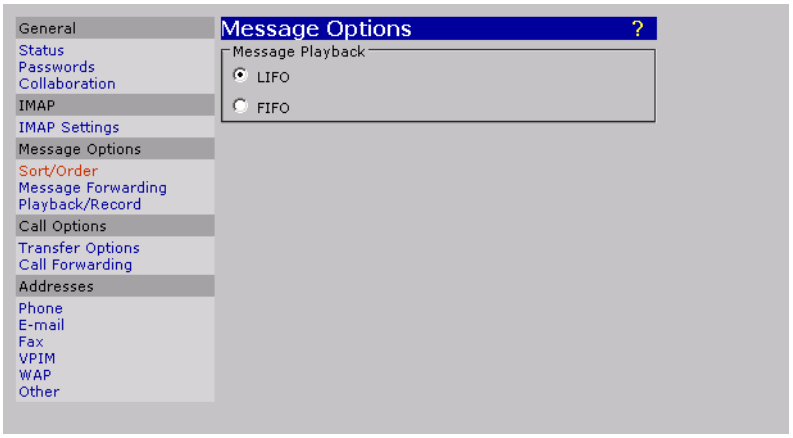
Message Options allow you to specify message sorting and order, message forwarding, and playback/record devices.

Sort/Order Messages

The Sort/Order messages feature allows you to specify the in order in which messages should be played.

◆ To sort/order messages:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Sort/Order**. The Sort/Order screen appears.



3. Select **LIFO** or **FIFO**.

Message Playback	Definition
FIFO (First In, First Out)	FIFO plays the oldest message first and the newest message last.
LIFO (Last In, First Out)	LIFO plays the newest message first.

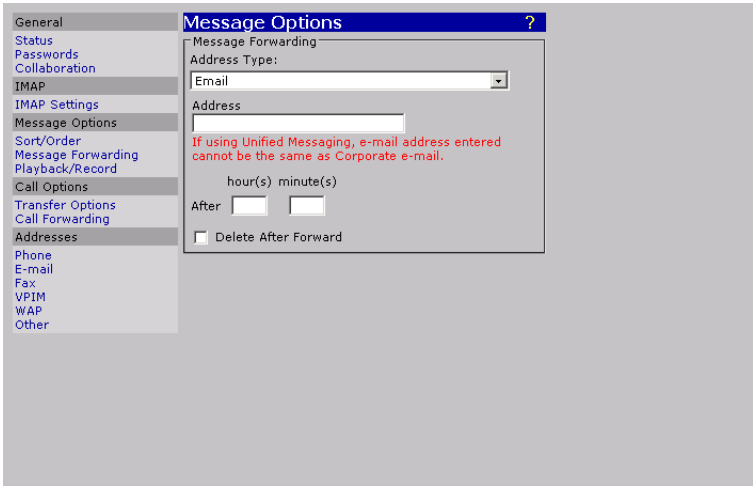
4. Click **Save**.

Specifying Message Forwarding

Web Client allows you to forward your messages to another mailbox, distribution list, AMIS or VPIM account, or an e-mail account. This is useful if you want to designate where certain messages should be forwarded. Before specifying any e-mail addresses, ensure that the e-mail client used for that address does not block .wav file attachments and that the client machine has a device installed that can play .wav attachments.

◆ To specify message forwarding:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Message Forwarding**. The Message Forwarding screen appears.



3. From the **Address Type** drop down list, select an address type. Depending on the address type you select, you must follow the corresponding steps listed in the following:

For **Mailbox** and **Distribution List**:

1. In the **Address** drop-down list, select the mailbox or distribution list to use.
2. In the **After Hour(s)/Minute(s)** fields, enter when message forwarding should be enabled.
3. Select the **Delete After Forward** checkbox to delete each message after forwarding.

Caution: If the Delete After Forward option has been selected, the message will be permanently deleted from your mailbox on the 6510 system. In the event that the delivery was unsuccessful, and the message does not arrive at its designated destination, the message is still accessible from your SENT folder (if you have Web Client access), or you may contact your System Administrator to retrieve the message from your SENT folder on your behalf.

For **AMIS** or **VPIM**:

1. In the **Remote Sites** drop-down list, select the remote site.
2. In the **Address** field, enter the remote mailbox to use.
3. In the **After Hour(s)/Minute(s)** fields, enter when message forwarding should be enabled.
4. Select the **Delete After Forward** checkbox to delete each message after forwarding.

Caution: If the Delete After Forward option has been selected, the message will be permanently deleted from your mailbox on the 6510 system. In the event that the delivery was unsuccessful, and the message does not arrive at its designated destination, the message is still accessible from your SENT folder (if you have Web Client access), or you may contact your System Administrator to retrieve the message from your SENT folder on your behalf.

For **E-mail**:

1. In the **Address** field, enter the e-mail address to use.
2. In the **After Hour(s)/Minute(s)** fields, enter when message forwarding should be enabled.
3. Select the **Delete After Forward** checkbox to delete each message after forwarding.

Caution: If the Delete After Forward option has been selected, the message will be permanently deleted from your mailbox on the 6510 system. In the event that the delivery was unsuccessful, and the message does not arrive at its designated destination, the message is still accessible from your SENT folder (if you have Web Client access), or you may contact your System Administrator to retrieve the message from your SENT folder on your behalf.

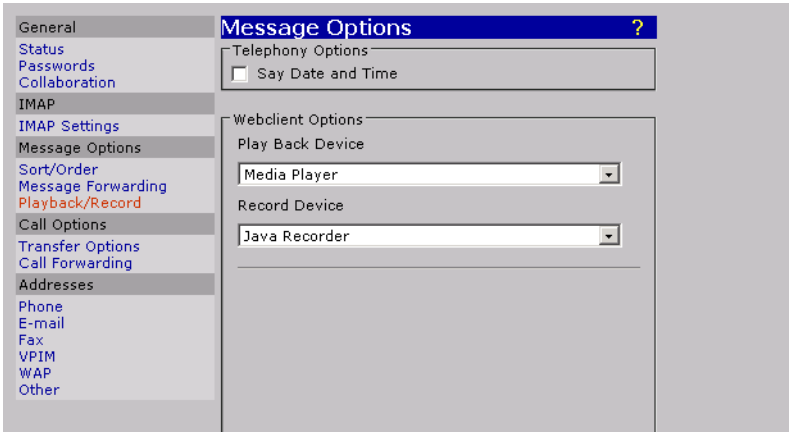
4. Click **Save**.

Specifying Playback/Record Options

The Playback/Record Options feature allows you to specify message playback options as well as indicate the playback and record devices.

◆ To specify message playback/record options:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Playback/Record**. The Telephony/Web Client options screen appears.

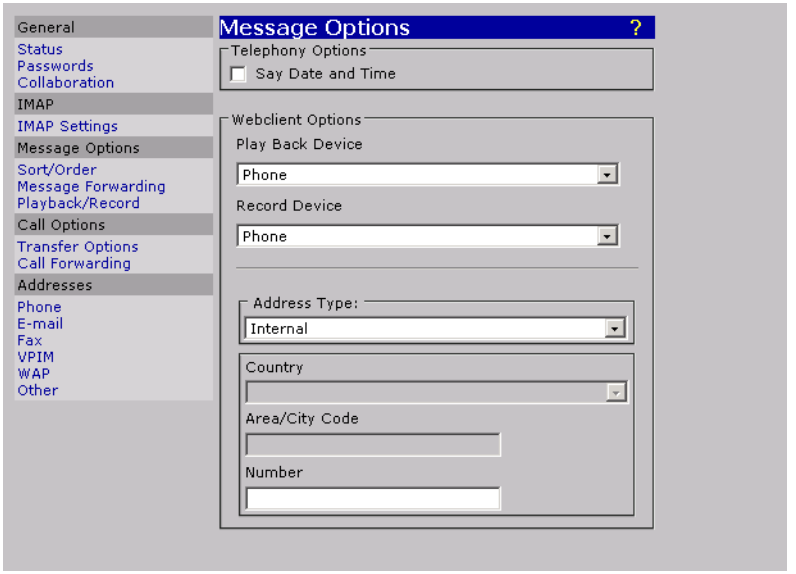


3. Select **Say Date and Time** if you want to hear the date and time stamp before every message.

Note: All messages are tagged with a Date and Time stamp. Select Say Date and Time if you want to hear the date and time stamp before every message.

4. In the **Playback Device** drop-down list, select the device to use for message playback.
5. In the **Record Device** drop-down list, select the device to use for recording greetings and messages.

Note: If Phone is selected in either drop-down list, extra fields become available.



6. In the **Address Type** drop-down list, select the address type.
7. In the **Country** drop-down list, select the country that the phone is located in.
8. In the **Area/City Code** field, enter the area/city code for the phone number.
9. In the **Number** field, enter the phone number.
10. Click **Save**.

Maintaining Call Options

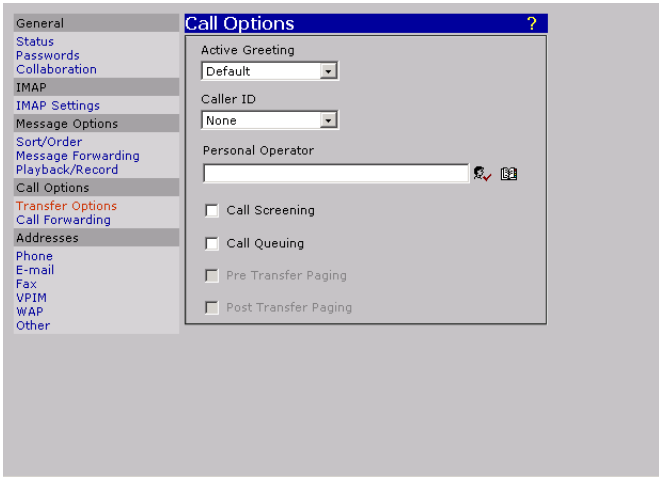
Call Options allows you the flexibility to assign transfer options and enable/disable call forwarding.

Specifying Transfer Options

By specifying the transfer options, the system will use the assigned active greeting and call functions to receive callers.

◆ To transfer options:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Transfer Options**. The Transfer Options screen appears.



3. From the **Active Greeting** drop down list, select the active greeting that you want the system to play when a caller dials your extension.
4. From the **Caller ID** drop down list, select the method that Web Client will use to notify you of a call.

Caller ID	Function
None	Turns off screen pops on Call Manager.
Ask	Prompts a caller to input their phone number before Web Client transfers the call. The phone number is used in screen pops if you are using Call Manager.
Pop	Provides a screen pop even if there is no caller ID information available.
Ask and Pop	Prompts the caller to manually input their number so it can be used in the screen pop if no caller ID is available or it is not passed by the telco. This guarantees that a number appears for all incoming calls to you.

Note: In conjunction with the Caller ID option selected in this section, you must also enable the New Call Popup feature in the UM Client Manager settings in for screen pops to appear. Refer to the UM Client Manager and Desktop Applications chapter of this guide for more details.

5. From the **Personal Operator** drop-down list, select the personal operator extension that you want the call to be transferred to.
6. Select **Call Screening** if you want the system to instruct callers who want to be transferred to an extension to state their name at the tone.

Before the call is transferred, you will hear the caller's name followed by the system prompt: "To accept the call press **<1>,** to reject the call press **<#>,** or to redirect the call press **<2>**." If you reject the call, the caller hears a no-answer message and is given the choice of trying another extension, leaving a voice mail message, or dialing the operator's extension. To redirect the call, press **<2>** and the destination extension number, then hang up to transfer the call.

7. Select **Call Queuing** if you want incoming calls to be placed in a queue when an extension is busy. Callers are informed of their position in the hold queue and given opportunities to either continue to hold or leave a voice message.

Caution: Call Screening and Call Queuing are only available on telephone systems that provide a busy tone. Most telephone sets with multiple extension appearances do not produce a busy tone.

Note: Call Screening and Call Queuing are mutually exclusive. You must choose one or the other, but not both.

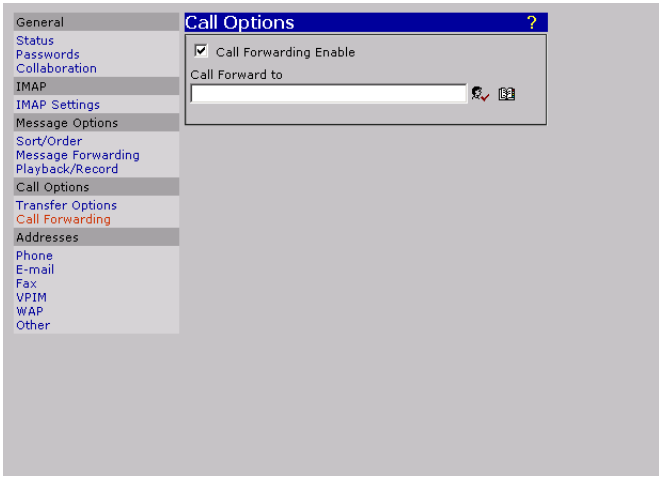
8. Click **Save**.

Enabling the Call Forwarding Feature

When call forwarding is enabled, all calls will be forwarded to the assigned number.

◆ To enable call forwarding:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Call Forwarding**. The Call Forwarding screen appears.



3. Select the **Call Forwarding Enable** checkbox if you want your calls to be forwarded to another extension.
4. From the **Call Forward to** drop-down list, select the extension where your calls will be forwarded to.
5. Click **Save**.

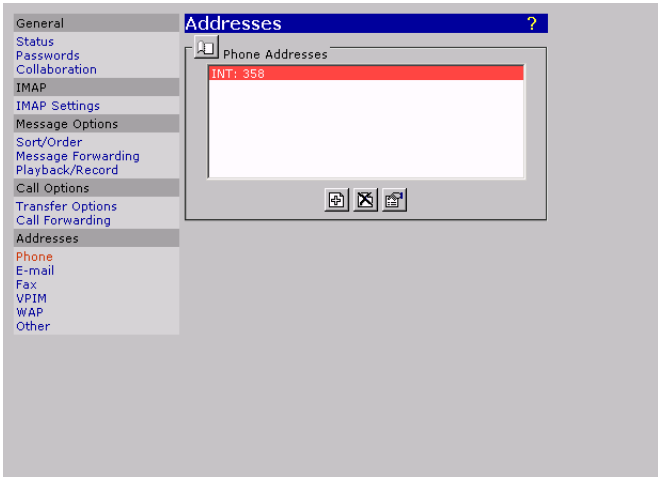
Maintaining Addresses

Adding a Phone Address

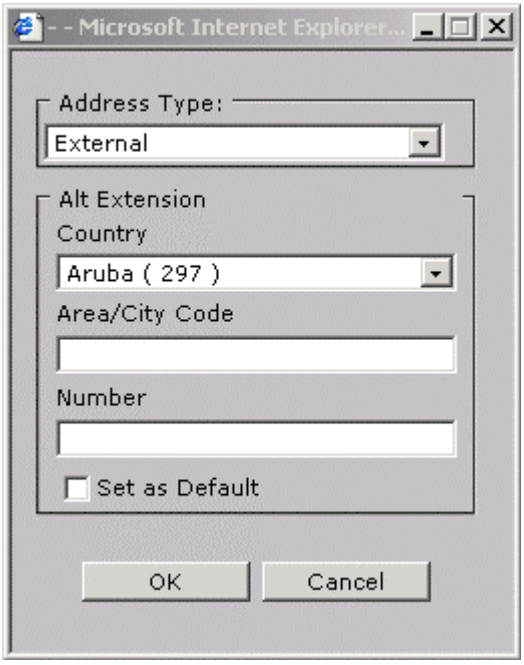
You can add a phone address at any time.

◆ To add a phone address:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Phone**. The Phone screen appears.



3. Click **Add**. The Add Address dialog appears.



4. From the **Address Type** drop down list, select an address type.
5. If you select External or Centrex, the **Country** and **Area/City Code** fields become active.
6. From the **Country** drop down list, select a country.
7. In the **Area/City Code** field, enter the area or city code.
8. In the **Number** field, change the extension.
9. Select **Set as Default** to specify the extension as the default, then click **OK**.

Editing a Phone Address

You can edit an existing phone address at any time.

Note: You cannot edit your extension from the General screen.

- **To edit the address type:**

1. Highlight a phone address and click **Edit**. The Web Page dialog appears.
2. Make the necessary changes, then click **OK**.

Deleting a Phone Address

You can delete an existing phone address at any time.

- **To delete an address type:**

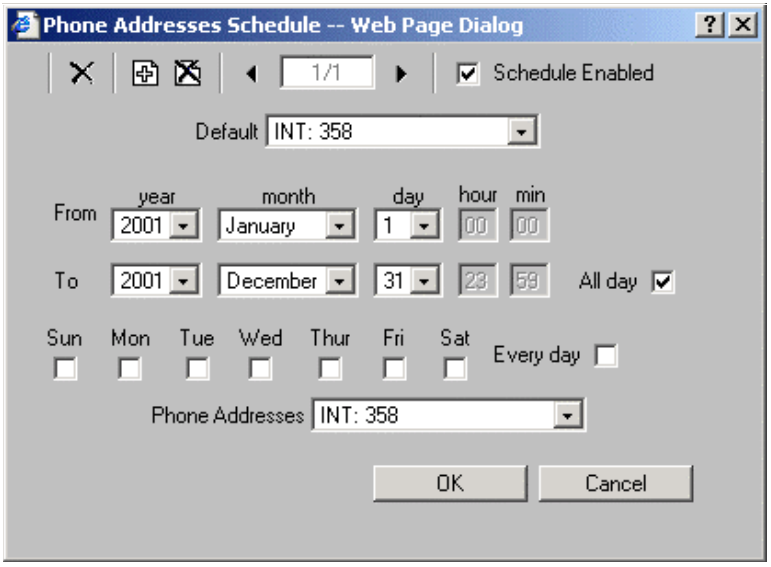
1. Highlight the phone address that you want to delete and click **Remove**. A message appears, prompting you to confirm deletion.
2. Click **OK**.

Creating a Phone Addresses Schedule

You can create a Phone Addresses Schedule to specify which phone number the system should use at certain times. This is useful if you work from different phone numbers at different times or days.

- **To create a phone address schedule:**

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Phone**. The Phone screen appears.
3. Click **Schedule**. The Phone Addresses Schedule dialog appears.



Note: Web Client automatically activates the schedule.

4. From the **Default** drop down list, select the default extension that will be used if the schedule expires.
5. From the **From - year**, **month**, and **day** drop down list, select the year, month, and day when you want the phone extension to start being used.
6. From the **To - year**, **month**, and **day** drop down list, select the year, month, and day when you want to stop using the phone extension.

Note: Select All Day if you want the voice menu to play all day.

7. Enter the **From** and **To** hours, in military format. For example, if your company wants the voice menu to play from 9:00 AM to 5:00 PM, set the hours as **From 09:00** and **To 17:00**. If no time is entered, the system will assume all hours.

Note: A value of From 13:00 to blank indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Other than a Blank value, the From field cannot be greater than the To field.

8. Select the days of the week on which you want the extension to be called.

Note: If you want this extension to be reached every day, select Every day.

9. From the **Phone Addresses** drop down list, select the phone addresses that will run.
10. Click **OK**.

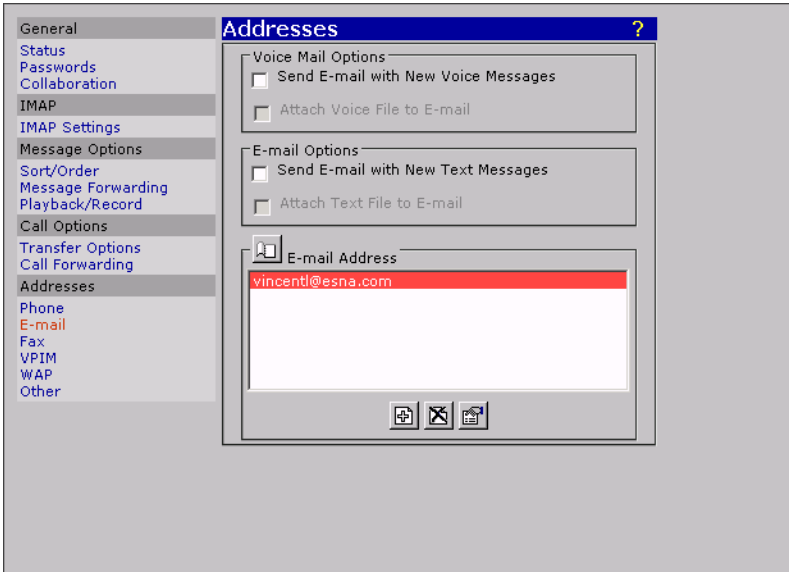
Specifying E-mail Addresses

Specifying e-mail settings allows you a number of e-mail addresses where you can be reached when an unread message is received.

Note: If you are a Unified user, do not specify your corporate e-mail address as it is already configured to receive messages.

◆ To specify e-mail addresses and settings:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **E-mail**. The E-mail screen appears.



3. Select the **Send E-mail with New Messages** checkbox if you want to send defined e-mails with the message.

Note: The Attach Voice File to E-mail selection becomes active if you select Send E-mail with New Messages.

4. Select the **Attach Voice File to E-mail** checkbox if you want to attach a voice message to an e-mail.

Note: The destination e-mail server must be able to receive .WAV file attachments and the destination computer must have a .WAV file player.

5. Select the **Send E-mail with New Text Messages** checkbox if you want to send defined e-mails with the message.
6. Select the **Attach Text File to E-mail** checkbox if you want to attach a text file to the message.
7. Click **Add** to add an e-mail address. The e-mail address dialog appears.

8. In the **E-mail Address** field, enter the e-mail address.
9. Select **Set as Default** if you want to make this e-mail address the default address, then click **OK**.
10. Click **Save**.

Editing an E-mail Address

After specifying e-mail addresses, you can edit them at any time.

- **To edit an e-mail setting:**

1. Highlight the e-mail address you want to edit and click **Edit**. The e-mail address dialog appears.
2. Make the appropriate changes to the settings and click **OK**.
3. Click **Save**.

Removing an E-mail Address

You can delete e-mail addresses at any time.

- **To remove an e-mail setting:**

1. Highlight the e-mail address you want to delete and click **Remove**. The delete address dialog appears.
2. Click **OK** to confirm the deletion.

Configuring an E-mail Settings Schedule

An e-mail address schedule allows you to define when the system should send unread messages to certain individual e-mail addresses.

- **To configure an e-mail settings schedule:**

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **E-mail**. The E-mail screen appears.
3. Click **Schedule**. The e-mail schedule dialog appears.
4. Select the **Schedule Enabled** checkbox to enable the schedule.

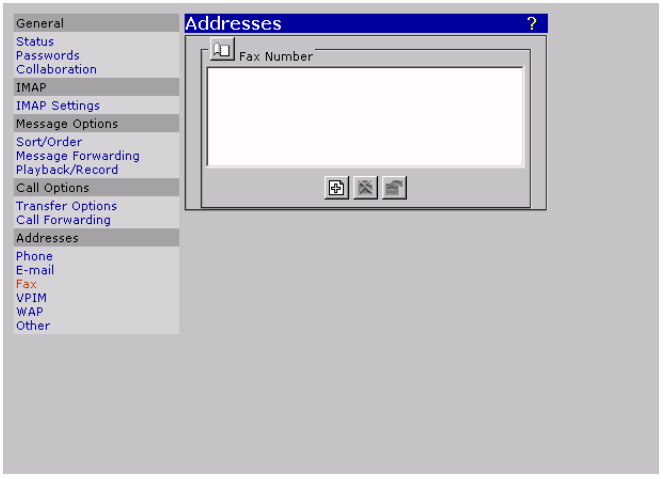
5. In the **From Year/Month/Day** drop-down lists, select the year, month and day you want the schedule to begin.
6. In the **To Year/Month/Day** drop-down lists, select the year, month and day you want the schedule to end.
7. Click the checkbox that represents the day or days you want the schedule to be enabled or select the **Every day** checkbox to enable the schedule everyday.
8. In the **E-mail** drop-down list, select the e-mail address that is to be associated with the schedule.
9. Click **OK**.

Specifying Fax Addresses

You can specify and add Fax addresses.

◆ To specify fax addresses:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Fax**. The Fax screen appears.



3. Select the **Send E-mail with New Faxes** checkbox if you want to send defined e-mails with the message.

4. Select the **Attach Fax File to E-mail** checkbox if you want to attach a fax message to an e-mail.
5. In the Fax Number box, click **Add** to add a fax number. The Fax Number dialog appears.
6. In the **Internal/External** drop-down list, select whether the fax number is internal or external.
7. In the **Country** drop-down list, select the country in which the fax number resides.
8. In the **Area/City Code** field, enter the area/city code of the fax number.
9. In the **Number** field, enter the fax number.
10. Select the **Set as Default** checkbox if you want to make this e-mail address the default address and click **OK**.
11. Click **Save**.
12. To delete a fax number, highlight the number and click **Remove**.
13. To edit a fax number, highlight the number and click **Edit**.

Configuring a Fax Number Schedule

A Fax Number Schedule allows you to define when the system should send fax messages to certain fax extensions.

◆ To configure a fax number schedule:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Fax**. The Fax screen appears.
3. Click **Schedule**. The Fax Schedule dialog appears.
4. Select the **Schedule Enabled** checkbox to enable the schedule.
5. In the **From Year/Month/Day** drop-down lists, select the year, month and day you want the schedule to begin.
6. In the **To Year/Month/Day** drop-down lists, select the year, month and day you want the schedule to end.

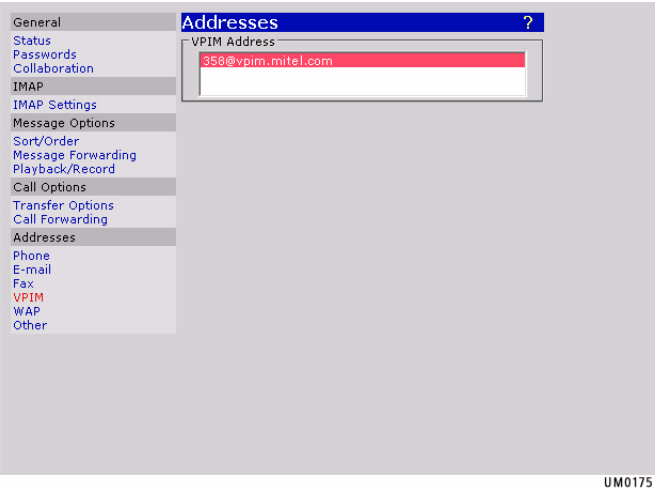
7. Click the checkbox that represents the day or days you want the schedule to be enabled, or select the **Every day** checkbox to enable the schedule every day.
8. In the **Fax** drop-down list, select the fax extension that is to be associated with the schedule.
9. Click **OK**.

VPIM Addresses

The VPIM Addresses feature displays the user's VPIM address. This address can only be changed by the administrator in the 6510 UM Administration console.

◆ To view VPIM addresses:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **VPIM**. The VPIM screen appears, and displays all existing VPIM addresses.

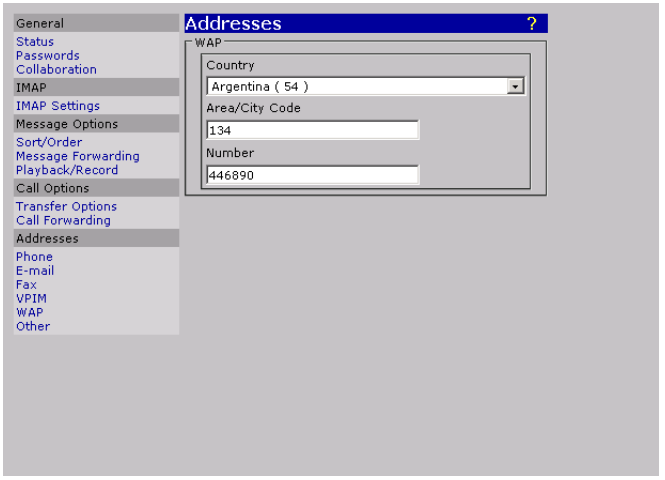


WAP Addresses

Specifying a Wireless Application Protocol device address lets you define a WAP location to contact for message notification.

◆ To specify WAP addresses:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **WAP**. The WAP addresses screen appears.



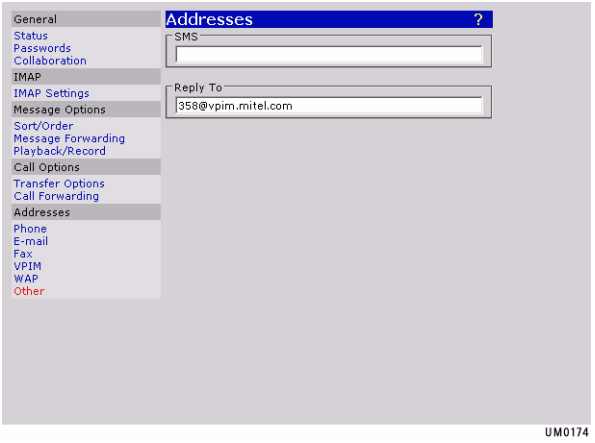
3. In the **Country** drop-down list, select the country in which the WAP address is located.
4. In the **Area/City Code** field, enter the area/city code of the WAP address.
5. In the **Number** field, enter the WAP number.
6. Click **Save**.

Other Addresses

Specifying a SMS address lets you define a SMS location to contact for message notification.

◆ To specify other addresses:

1. Click **User Settings**. The User Settings (General) screen appears.
2. Click **Other**. The Other screen appears.



3. In the **SMS** field, enter the SMS address to send to.
4. In the **Reply To** field, enter an address that will appear in the message that the receiver will be instructed to reply to.
5. Click **Save**.

Note: Your SMS address is provided by your cell phone or pager service provider.

Maintaining a Distribution List

Creating a distribution list provides you with an easy way to send messages to a group of people. For example, if you frequently send voice mail to the sales team, you can create a distribution list called "Sales Team", which contains the names of all the members on the sales team.

You can use a distribution list to create either a voice mail or e-mail message.

Note: This option allows you to create and maintain up to 99 distribution lists.

Using the Toolbar Buttons

There are six buttons that allow you to perform various tasks within the Distribution List application.

Button	Name	Function
	Create Distribution List	Creates a distribution list
	Delete Distribution List	Deletes a distribution list
	Save Distribution List	Saves the distribution list
	Refresh Distribution List	Refreshes the distribution list if you make changes to it and do not click **Save**.
	Add to list	Adds name/address to the list
	Remove from list	Removes name/address from the list

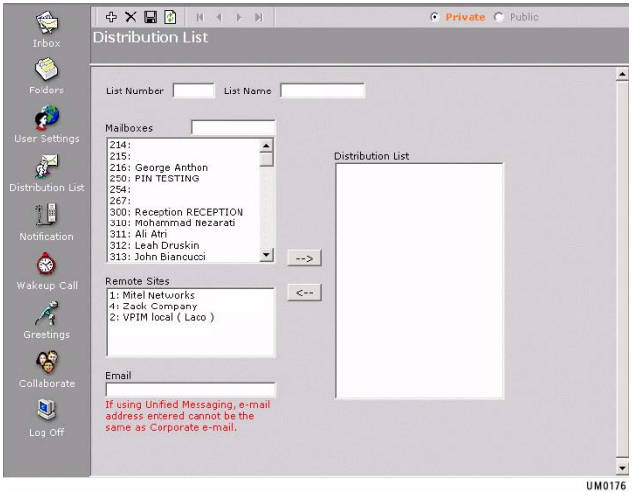
Creating a Private Distribution List

You can create a private distribution list that includes a number of inboxes and e-mail addresses. When unread messages are received, the system will utilize the list and send the unread messages to the contacts on the private distribution list.

Note: Public distribution lists are created by the System Administrator.

◆ To create a distribution list:

1. Click **Distribution List**. The Distribution List screen appears.



2. Click **Create Distribution List**.
3. In the **List Number** field, enter the list number that you will reference from a phone.

Note: For more information on accessing a distribution list from your phone, refer to the Telephone User Guide.

4. In the **List Name** field, enter a descriptive name for the distribution list.
5. In the **Mailboxes** field, enter the mailbox that you want to add to the distribution list.

Note: You can also highlight a mailbox, then click the Add to list arrow.

To remove a mailbox, highlight it, then click the Remove from list arrow.

6. The **Remote Sites** field displays all other networked locations via AMIS or VPIM. Highlight a user, then click the **Add** arrow. The Remote Sites dialog appears.
7. Enter the remote site address and click **OK**.
8. In the **Email** field, enter the e-mail address that you want to add to the distribution list, then click **Save Distribution List**.

Editing a Distribution List

After a distribution list is created, its properties can be edited.

◆ **To edit a distribution list:**

1. Click the scroll buttons until you find the distribution list that you want to edit.
2. Make the necessary changes and click **Save Distribution List**.

Deleting a Distribution List

A distribution list can be deleted.

◆ **To delete a distribution list:**

1. Click the Client scroll button to select a distribution list, then click **Delete Distribution List**. A message appears, prompting you to confirm deletion.
2. Click **OK**.

Maintaining Notifications

When you are away from your desk or out of the office, you often do not have any way of knowing if you have received an e-mail or voice message. Web Client has the ability to notify you if you have received e-mail or voice message. For example, if you have received a voice mail message, you can instruct Web Client to notify you by an e-mail message or call to your cell phone, home phone, or another e-mail account.

Using the Toolbar Buttons

There are six buttons that allow you to perform various tasks within the Notification application.

Button	Name	Function
	Save	Save the notification.
	Refresh	Refresh the display.
	Schedule	Display Notification Schedule dialog.
	Add Item	Add a notification schedule.
	Delete Item	Delete a notification schedule.
	Delete All	Delete all notification schedules.

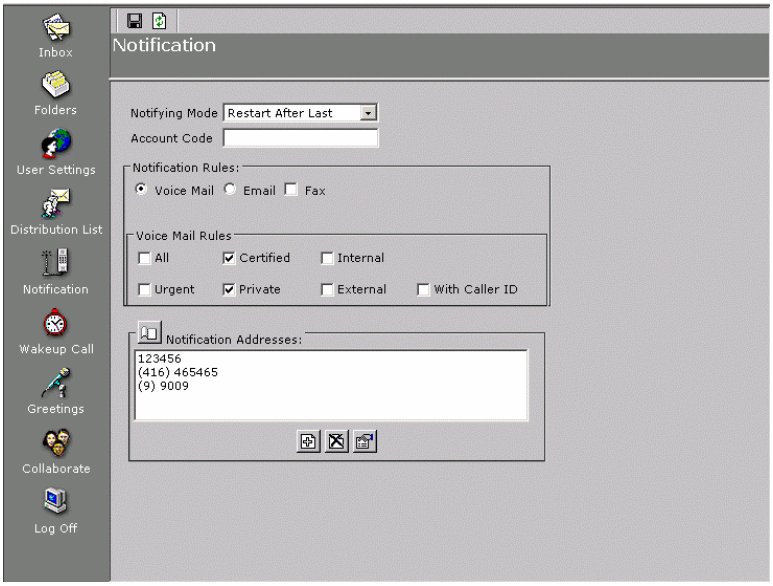
Creating a Notification Rule

Notification rules determine how Web Client will notify you when you receive an e-mail, voice mail, or fax. For example, if you want to be notified each time you receive a voice mail message, you can instruct the system to send you an e-mail. If you are using a cell phone, you can instruct the system to also contact you on the cell phone.

Note: You cannot have more than one notification rule running at a time.

To create a notification rule:

1. Click **Notification**. The Notification screen appears.



2. From the **Notifying Mode** drop-down list, select the mode to search the numbers for notifications.

Mode	Function
Restart from First	After going through all the numbers associated to a current schedule once, Web Client begins from the first number again if it has not notified you during a full cycle.
Restart after Last	Once going through a full cycle of the numbers with no successful notification, Web Client begins from the last address dialed and works its way backwards up the list.

3. In the **Account Code** field, enter your long distance access code if it is required to make a long distance call from your office.
4. In the **Notification Rules** box, Select the media type you want to set rules up for.
5. In the **Voice Mail Rules** box, select one or more voice mail rules. These rules determine when Web Client will notify you when you have received a message.

Media Type	Function
All	Notify on all messages. **Note**: This is the default setting.
Certified	Notify only on messages marked certified.
Internal	Notify only on internal messages.
Urgent	Notify only on urgent messages.
Private	Notify only on private messages.
External	Notify only on external messages.
With Caller ID	Notify only on messages with caller ID.

Note: There are no rules for fax.

6. Click **Save**.

Creating a Notification Address

Web Client allows you to specify phone and e-mail addresses that will be used to contact you when you have a message. After you have specified the contact methods, you can assign a schedule to a particular notification address.

Note: If the Phone, Beeper, or E-mail option buttons are not active, contact your System Administrator.

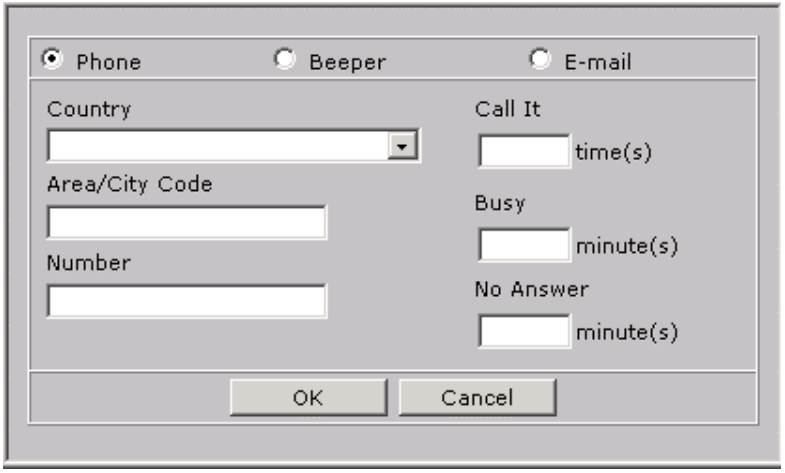
There is no limit to the number of notification addresses that you can add.

Creating a Phone Notification Address

Web Client will contact you via the phone numbers that you specify each time you receive a voice message, e-mail, or fax.

◆ To create a phone notification address:

1. In the **Notification Addresses** box, click **Add**. The Address dialog appears.
2. Select **Phone**.



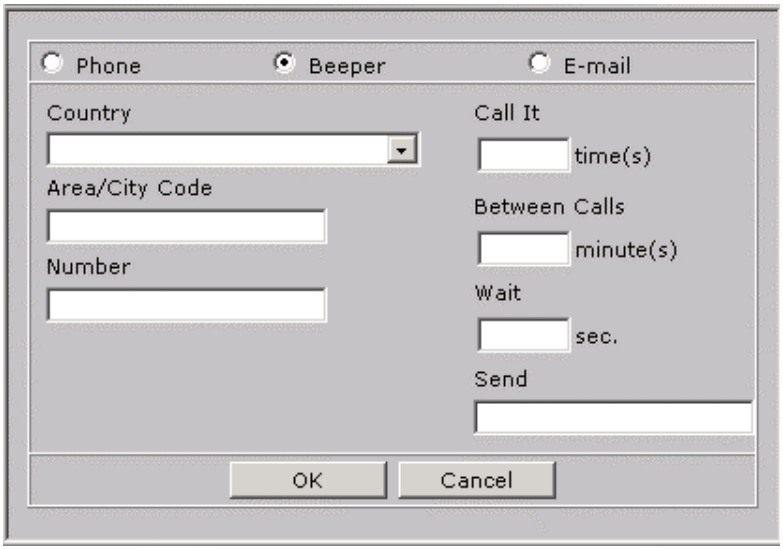
3. From the **Country** drop down list, select a country
4. In the **Area/City Code** field, enter the phone number's area code or city code.
5. In the **Number** field, enter the phone number.
6. In the **Call It** field, enter the number of times that Web Client is to call the phone number.
7. In the **Busy** field, enter the number of minutes that WebClient is to wait before retrying the number if it is busy.
8. In the **No Answer** field, enter the number of minutes that Web Client is to wait before retrying the number when there is a no answer.
9. Click **OK**. The phone number appears in the **Notification Addresses** field.

Creating a Beeper Notification Address

Web Client will contact you at the beeper numbers you create each time that you receive a voice message, e-mail, or fax.

◆ To create a beeper notification address:

1. In the **Notification Addresses** box, click **Add**. The Phone dialog appears.
2. Click **Beeper**. The Beeper dialog appears.



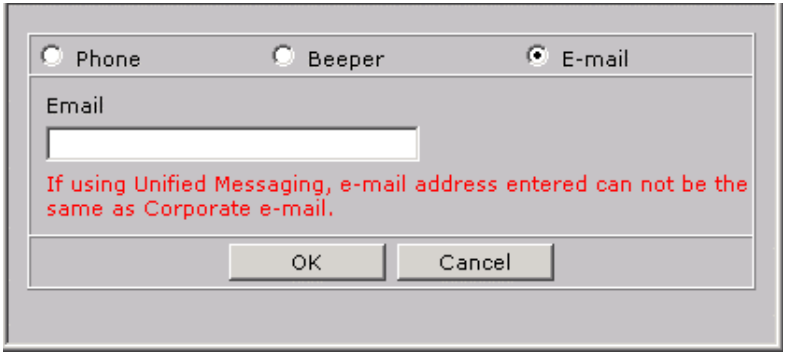
3. From the **Country** drop down list, select a country.
4. In the **Area/City Code** field, enter phone number's area code or city code.
5. In the **Number** field, enter the phone number
6. In the **Call It** field, enter the number of times that Web Client is to call the phone number.
7. In the **Between Calls** field, enter the duration of time to wait before retrying the number again. (In minutes).
8. In the **Wait** field, enter the duration of time to wait before sending (in seconds).
9. In the **Send** field, enter the personal message that will appear when you receive a notification. This feature allows you to personalize your beeper notification, so that you will be aware of where the notification is originating.
10. Click **OK** and then **Save**. The beeper number appears in the **Notification Addresses** field.

Creating an E-mail Notification Address

Web Client will contact you at the e-mail addresses that you create each time that you receive a voice message, e-mail, or fax.

◆ To create an e-mail notification address:

1. In the **Notification Addresses** box, click **Add**. The Address dialog appears.
2. Click **E-mail**. The E-mail dialog appears.



3. In the **E-mail** field, enter the e-mail address, then click **OK**.

Removing a Notification Address

Individual notification addresses can be removed from a Notification List.

◆ To remove a notification address:

1. Highlight the address that you want to delete, then click **Remove**. A message appears, prompting you to confirm the deletion.
2. Click **OK**.

Editing a Notification Address

The properties of individual notification addresses can be edited.

- **To edit a notification address:**

1. Highlight the notification address, then click Edit. Depending on the type of notification address you selected, the appropriate dialog appears.
2. Make the necessary changes, then click **OK**.

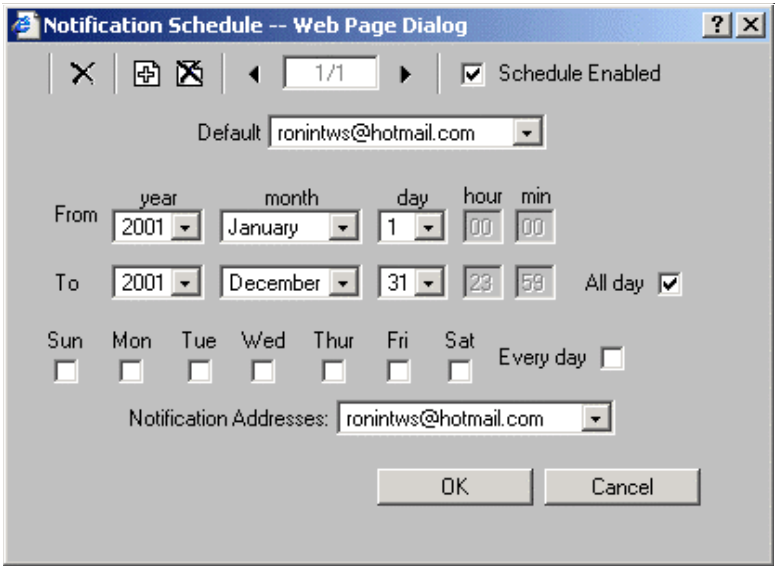
Creating a Notification Schedule

The Notification Schedule feature allows you to assign a schedule to a particular notification address. For example, you can create a schedule that instructs Web Client to call you on your cell phone Monday to Friday, between 9 am and 5 pm.

Note: You must save all of your notification addresses before creating a notification schedule.

- **To create a notification schedule:**

1. Click **Schedule**. The Notification Schedule dialog appears.



2. From the **Default** drop down list, select the notification address that Web Client will use to contact you if the schedule expires.
3. From the **From - year**, **month**, and **day** drop-down lists, select the year, month, and day that you want the schedule to begin.
4. From the **To - year**, **month**, and **day** drop-down lists, select the year, month, and day that you want the schedule to stop.

Note: Select All Day if you want the schedule to run all day.

5. Enter the **From** and **To** hours, in military format. For example, if your company wants the notification to play from 9:00 AM to 5:00 PM, set the hours as **From 09:00** and **To 17:00**. If no time is entered, the system will assume all hours.

Note: A value of From 13:00 to blank indicates 1:00 PM to midnight.

The maximum value is 23:59 and the minimum value is 0:00.

Other than a Blank value, the From field cannot be greater than the To field.

6. Select the days of the week that you want the schedule to run.

Note: If you want the schedule to run every day, select Every day.

Caution: If two notification schedules are created and the days that they are designated to run overlap, the system will choose to use the default address. If the default address is not one of the addresses specified in the schedules, the system will randomly select an address.

7. From the **Notification Addresses** drop down list, select the notification addresses that will run.
8. Click **OK**.

Maintaining Wakeup Calls

You can use Web Client to act as an alarm clock to wake you up at a specified time.

Using the Toolbar Buttons

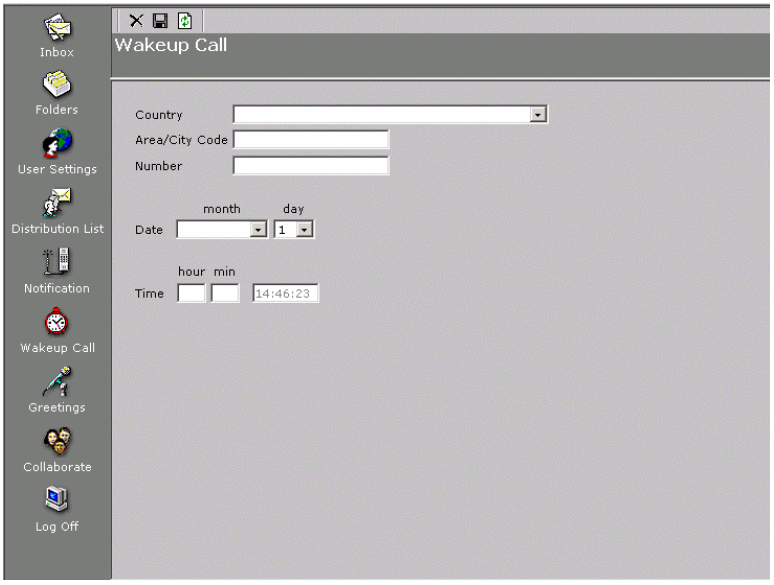
There are three buttons that allow you to perform various tasks within the Wakeup Call application.

Button	Name	Function
	Clear	**Clears the fields of information.**
	Update	**Updates the wakeup call.**
	Refresh	**Refreshes the display.**

Creating a Wakeup Call

◆ To create a wakeup call:

1. Click **Wakeup Call**. The Wakeup Call screen appears.



2. From the **Country** drop down list, select a country.
3. In the **Area/City Code** field, enter either an area code or a city code.
4. In the **Number** field, enter the seven-digit phone number.
5. From the **Date (month)** drop down list, select the month.
6. From the **Date (day)** drop down list, select the day.
7. In the **Time (hour)** and **Time (min)** fields, enter the time when you want Web Client to issue the wakeup call, then click **Update**.

Cancelling a Wakeup Call

You can cancel a wake up if you do not want to woken at the specified time.

- **To cancel a wakeup call:**

1. Select a wakeup call.
2. Click **Clear**. A message appears, prompting you to confirm deletion.
3. Click **OK**. Web Client removes the wakeup call information from the display.

Maintaining Greetings

The Web Client comes equipped with 10 basic status messages that can be used to inform callers of your status (such as when you are on vacation, for example). You can also record up to 99 optional greetings.

Note 1: Before you can record a greeting, you must have the Grant Permissions and Java Plug-In software installed on your PC. For more information, refer to the *Client Application Installation Guide* or contact your System Administrator.

Note 2: You must have a microphone attached to your PC to record a greeting. You can also record the greetings from your telephone. Refer to the *Telephone User Guide* for more information.

Using the Toolbar Buttons

There are five buttons that allow you to perform various tasks within the Greetings application.

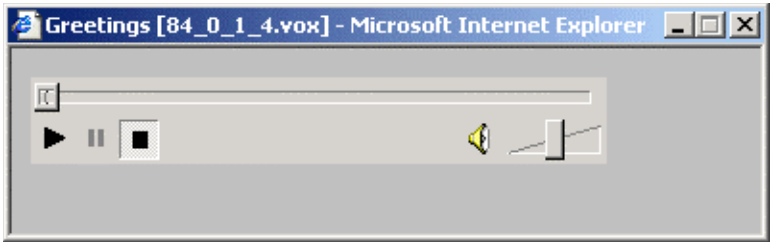
Button	Name	Function
	Delete	Deletes a greeting
	Record	Records a greeting.
	Play	Plays a greeting.
	Refresh	Refreshes the screen.
	Play	This icon appears beside a greeting if it a message has been recorded for it.

Playing a Greeting

You can listen to your current or recorded greeting by using the Windows Sound Player.

◆ To play a status greeting:

1. Click the **Play** icon beside the greeting that you want to play. The Windows Sound Player becomes active and plays the message.



2. To play another greeting, close the Windows Sound Player, then repeat step 1.

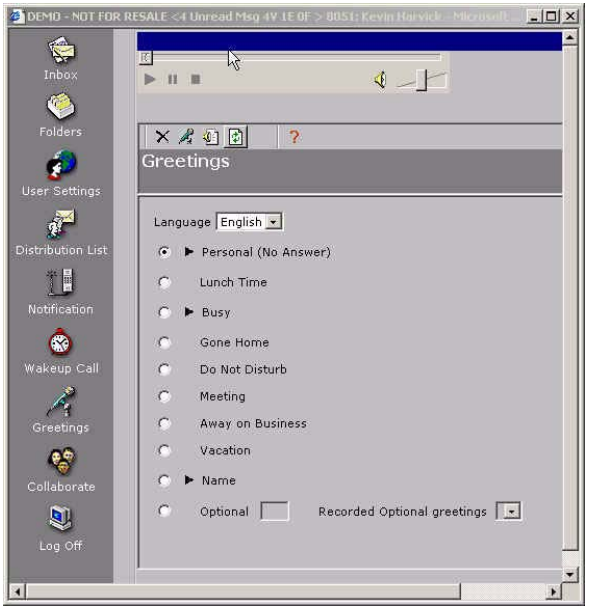
Recording a Greeting

Web Client allows you to create a greeting for each of the nine presence statuses.

Note: The status greeting for the Name status is recorded when the System Administrator sets you up on the 6510 UM system. However, you can change the greeting.

◆ To create a status greeting:

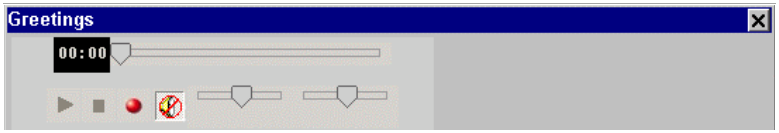
1. Click **Greetings**. The Greetings screen appears.



2. From the **Language** drop down list, select the language that you want to record the message in.

Note: The number of available languages depends on the languages that were specified when the 6510 UM was installed. For more information, contact your System Administrator.

3. Select the greeting that you want to record and click **Record**. The Windows Sound Recorder becomes active.



4. In the Windows Sound Recorder, click **Record** and begin speaking. The record button changes to the pause button.

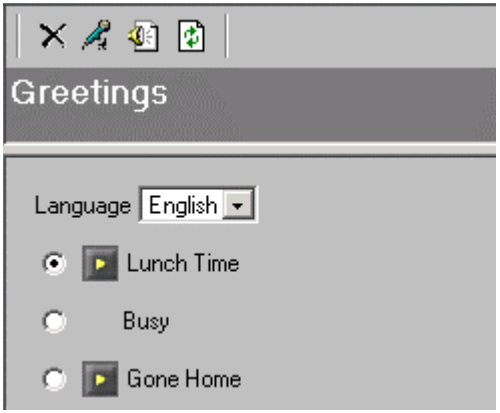
5. When you have recorded your message, click **Stop**.
6. Click **Play** to listen to your recorded message.
7. If you are satisfied with the message, click **Save**.

   Web Client places an Play icon beside the new greeting.

8. To play the greeting, select the radio button designated to the greeting type and click **Play**.

Activating a Greeting

To activate a recorded greeting, select the greeting and it will be activated.



Deleting a Greeting

Web Client allows you to delete any greeting that you have recorded.

- **To delete a greeting:**

1. Select the greeting and click **Delete**. A message appears, prompting you to confirm deletion.

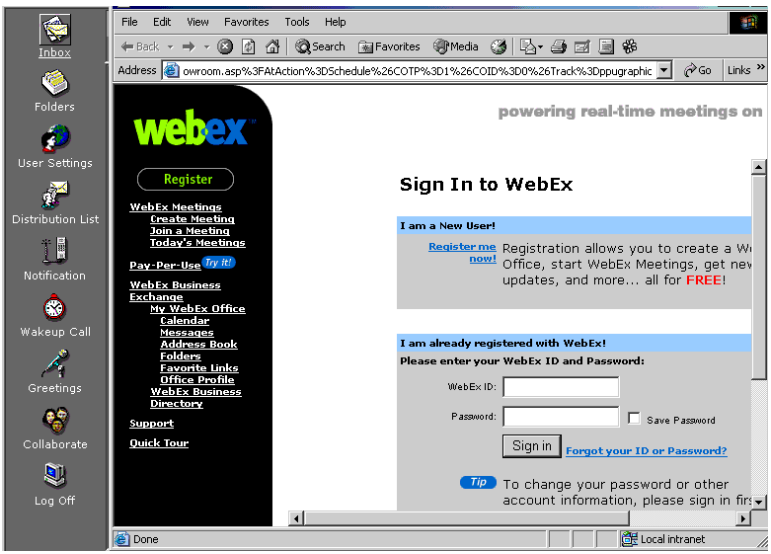
Note: If you want to delete an Optional greeting, enter its number in the Optional field.

2. Click **OK**. Web Client removes the Play icon from the greeting.

Using the Collaborate Feature

Collaboration is a facility that is provided to link you with your desired Collaboration/Meeting services. Once you define the collaboration service in the User Settings, simply click the **Collaborate** button, a new window will open and connect you to the defined Collaboration service.

Note: WebEx is defined by default.



®,™ Trademark of Mitel Networks Corporation
© Copyright 2003, Mitel Networks Corporation
All rights reserved